

Credit Card Complaints

Based on Consumer Complaints

Date received	Product	Sub-product
07/29/2013	Credit card	
07/30/2013	Credit card	
07/30/2013	Credit card	
07/31/2013	Credit card	
07/31/2013	Credit card	
07/30/2013	Credit card	
07/31/2013	Credit card	
07/31/2013	Credit card	
07/31/2013	Credit card	
07/30/2013	Credit card	
07/31/2013	Credit card	

Credit Card Complaints

Based on Consumer Complaints

Issue	Sub-issue
Billing statement	
APR or interest rate	
Delinquent account	
Billing disputes	
Credit line increase/decrease	
Payoff process	
Closing/Cancelling account	
Billing statement	
Payoff process	
Credit determination	
Credit determination	
Identity theft / Fraud / Embezzlement	
APR or interest rate	
Billing disputes	
Transaction issue	
Balance transfer fee	
Billing disputes	
Closing/Cancelling account	
Billing disputes	

Credit Card Complaints

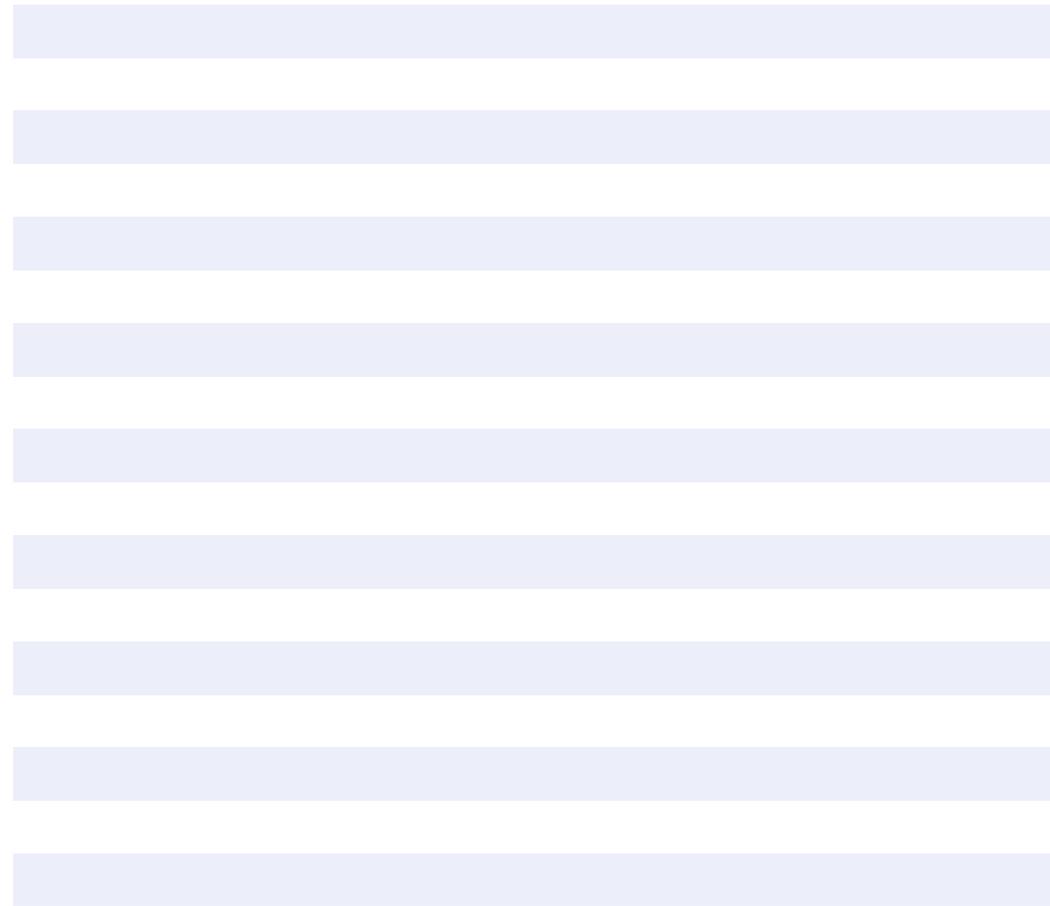
Based on Consumer Complaints

Consumer complaint narrative

Credit Card Complaints

Based on Consumer Complaints

Company public response



Credit Card Complaints

Based on Consumer Complaints

Company	State	ZIP code	Tags	Consumer consent provided?
Citibank	OH	45247		N/A
Synchrony Financial	WA	98548		N/A
Amex	TX	78232		N/A
Capital One	FL	32226	Servicemember	N/A
Citibank	WI	53066	Older American	N/A
Wells Fargo & Company	NV	89108	Servicemember	N/A
Citibank	TX	78249		N/A
JPMorgan Chase & Co.	DE	19809		N/A
Citibank	NJ	07018		N/A
Wells Fargo & Company	CA	95409	Older American	N/A
Bank of America	FL	34983		N/A
Barclays PLC	SC	29412		N/A
Amex	MA	02215		N/A
Amex	NY	12060		N/A
Discover	OR	97086		N/A
Discover	CA	91356		N/A
Bank of America	MT	59446		N/A
Wells Fargo & Company	CO	80520		N/A
JPMorgan Chase & Co.	MO	65203		N/A

Credit Card Complaints

Based on Consumer Complaints

Submitted via	Date sent to company	Company response to consumer	Timely response?	Consumer disputed?
Referral	07/30/2013	Closed with explanation	Yes	Yes
Web	07/29/2013	Closed with monetary relief	Yes	No
Web	07/29/2013	Closed with monetary relief	Yes	No
Web	07/29/2013	Closed with explanation	Yes	No
Phone	07/30/2013	Closed with explanation	Yes	Yes
Phone	08/02/2013	Closed with explanation	Yes	No
Web	07/30/2013	Closed with explanation	Yes	Yes
Web	07/30/2013	Closed with monetary relief	Yes	No
Web	07/30/2013	Closed with explanation	Yes	No
Web	07/29/2013	Closed with explanation	Yes	No
Web	07/31/2013	Closed with explanation	Yes	Yes
Web	07/29/2013	Closed with explanation	Yes	No
Referral	08/02/2013	Closed with explanation	Yes	No
Referral	08/02/2013	Closed with explanation	Yes	Yes
Referral	08/02/2013	Closed with non-monetary relief	Yes	No
Web	07/31/2013	Closed with non-monetary relief	Yes	No
Phone	08/02/2013	Closed with monetary relief	Yes	No
Postal mail	07/31/2013	Closed	Yes	No
Web	08/02/2013	Closed with monetary relief	Yes	Yes

Credit Card Complaints

Based on Consumer Complaints

Complaint ID

469026

469131

479990

475777

469473

470828

470852

479338

480935

469738

469752

469755

470132

470151

471053

470488

471048

470022

471067

Credit Card Complaints

Based on Consumer Complaints

07/31/2013 Credit card

07/31/2013 Credit card

07/31/2013 Credit card

07/30/2013 Credit card

07/30/2013 Credit card

07/31/2013 Credit card

07/31/2013 Credit card

07/31/2013 Credit card

07/30/2013 Credit card

07/30/2013 Credit card

07/30/2013 Credit card

07/31/2013 Credit card

07/30/2013 Credit card

07/30/2013 Credit card

07/31/2013 Credit card

07/22/2013 Credit card

07/31/2013 Credit card

07/31/2013 Credit card

07/31/2013 Credit card

08/06/2013 Credit card

Credit Card Complaints

Based on Consumer Complaints

Billing disputes

Payoff process

Billing disputes

Billing disputes

APR or interest rate

Late fee

Advertising and marketing

Credit card protection / Debt protection

Advertising and marketing

Identity theft / Fraud / Embezzlement

Application processing delay

Other

Payoff process

Billing disputes

APR or interest rate

Other

Customer service / Customer relations

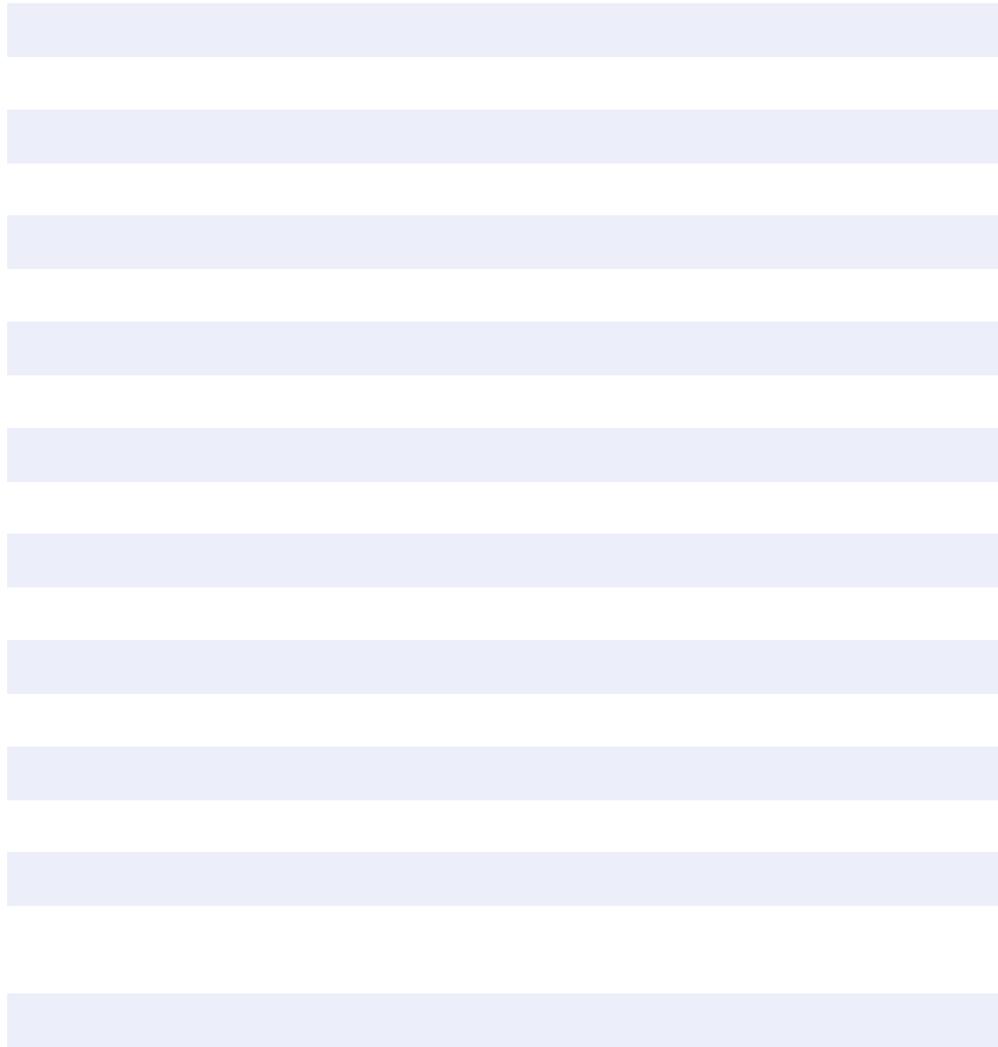
Billing disputes

Identity theft / Fraud / Embezzlement

Billing disputes

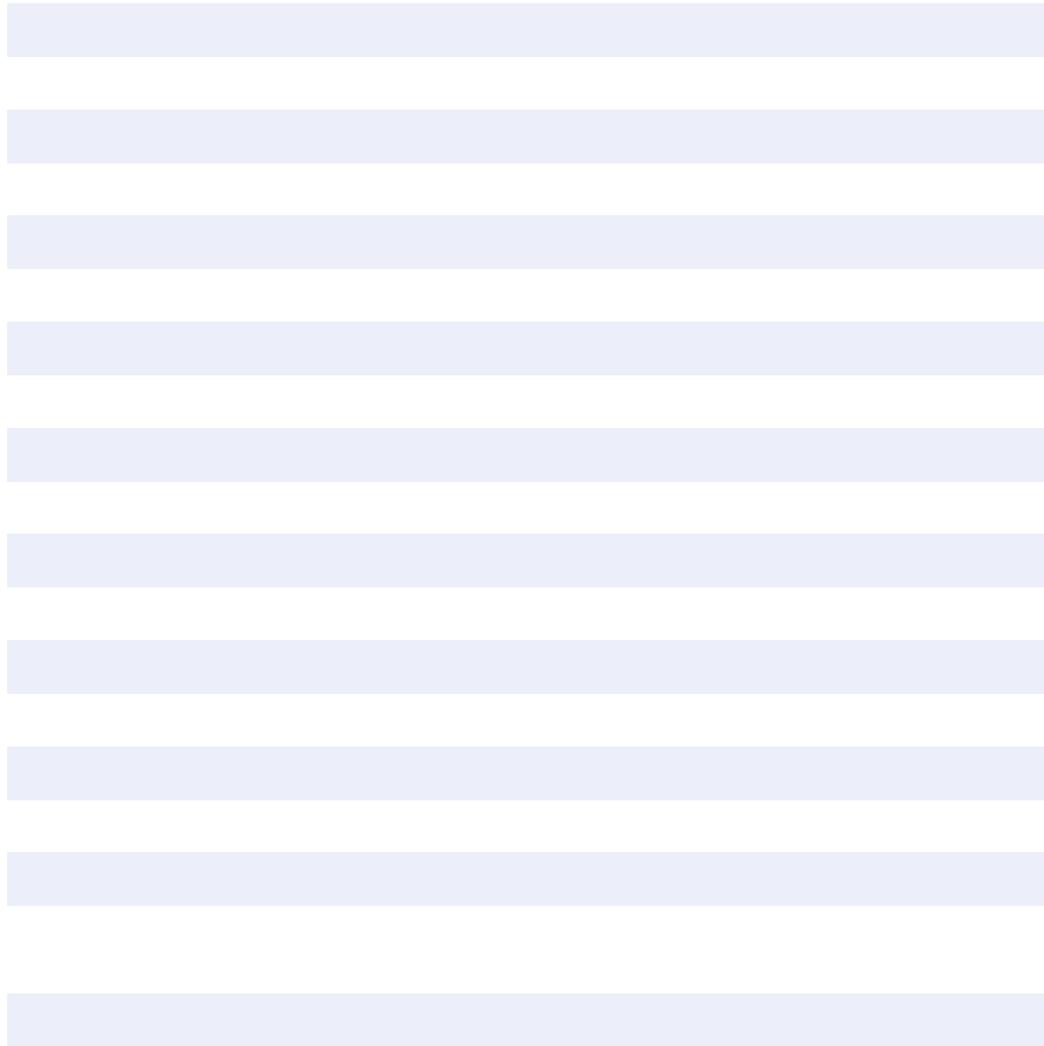
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Citibank	PA	19002		N/A
Citibank	ME	04005		N/A
Discover	HI	96813		N/A
Amex	NJ	07506		N/A
Discover	MI	48141		N/A
JPMorgan Chase & Co.	IL	60201		N/A
Amex	WI	53937	Older American	N/A
Capital One	ID	83639		N/A
First National Bank of Omaha	VT	05069		N/A
Capital One	RI	02861		N/A
JPMorgan Chase & Co.	PR	00984		N/A
Amex	CA	95129		N/A
Citibank	MA	02132		N/A
Fifth Third Financial Corporation	MI	48429		N/A
Barclays PLC	AZ	85142	Older American	N/A
Synchrony Financial	TX	75212		N/A
Capital One	OH	43224		N/A
Bank of America	FL	32774		N/A
Wells Fargo & Company	LA	70737	Older American, Servicemember	N/A
TD Bank US Holding Company	FL	33428		N/A

Credit Card Complaints

Based on Consumer Complaints

Postal mail	08/02/2013	Closed with monetary relief	Yes	No
Phone	08/02/2013	Closed with explanation	Yes	No
Referral	08/02/2013	Closed with explanation	Yes	Yes
Referral	07/31/2013	Closed with explanation	Yes	No
Web	07/30/2013	Closed with monetary relief	Yes	No
Web	07/31/2013	Closed with monetary relief	Yes	No
Web	07/31/2013	Closed with monetary relief	Yes	No
Web	07/31/2013	Closed with explanation	Yes	No
Web	08/02/2013	Closed with explanation	Yes	No
Web	07/30/2013	Closed with monetary relief	Yes	No
Web	08/02/2013	Closed with explanation	Yes	No
Postal mail	08/05/2013	Closed with explanation	Yes	Yes
Web	07/30/2013	Closed with explanation	Yes	Yes
Referral	07/31/2013	Closed with monetary relief	Yes	No
Phone	08/02/2013	Closed with explanation	Yes	No
Web	07/22/2013	Closed with explanation	Yes	No
Referral	08/07/2013	Closed with explanation	Yes	No
Referral	08/05/2013	Closed with explanation	Yes	Yes
Phone	08/05/2013	Closed with non-monetary relief	Yes	No
Web	08/06/2013	Closed with monetary relief	Yes	No

Credit Card Complaints

Based on Consumer Complaints

471130

471163

471171

470373

470224

471204

484764

487050

470330

470337

470345

471273

470452

470659

471325

455673

471393

471413

471429

481664

Credit Card Complaints

Based on Consumer Complaints

07/22/2013	Credit card
08/01/2013	Credit card
08/01/2013	Credit card
07/23/2013	Credit card
07/24/2013	Credit card
07/23/2013	Credit card
07/24/2013	Credit card
07/24/2013	Credit card
07/24/2013	Credit card
07/23/2013	Credit card
07/24/2013	Credit card
07/23/2013	Credit card
08/07/2013	Credit card
08/12/2013	Credit card
08/07/2013	Credit card

Credit Card Complaints

Based on Consumer Complaints

Closing/Cancelling account

Cash advance

Closing/Cancelling account

Billing disputes

APR or interest rate

Other

Other

Late fee

Billing disputes

Payoff process

Billing disputes

APR or interest rate

Other

Billing disputes

Billing disputes

Other

Identity theft / Fraud / Embezzlement

APR or interest rate

Cash advance

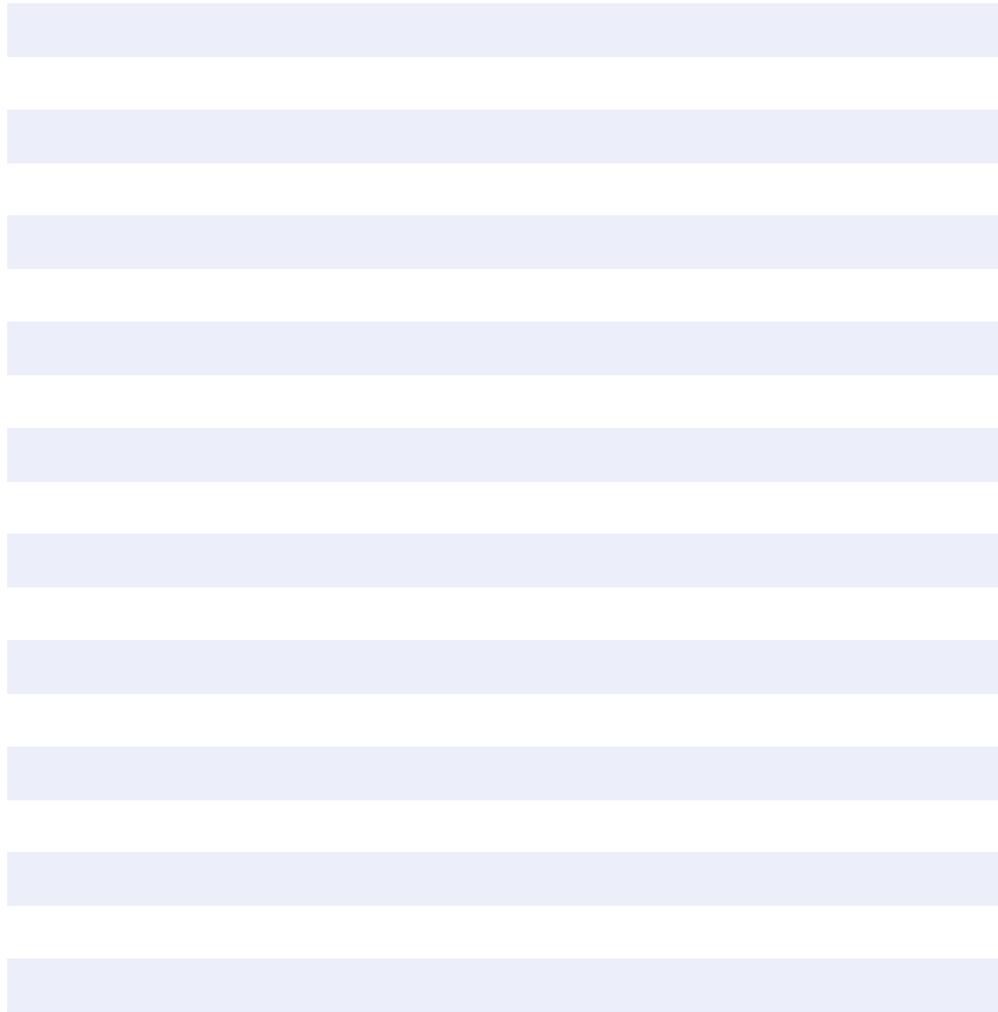
Late fee

Payoff process

Customer service / Customer relations

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Bank of America	DE	19711		N/A
Amex	CA	94533		N/A
Capital One	CA	91355	Older American	N/A
Bank of America	VA	20151		N/A
Synchrony Financial	MD	21794		N/A
Capital One	NH	03110		N/A
JPMorgan Chase & Co.	CA	91941		N/A
Capital One	AR	72015		N/A
HSBC North America Holdings Inc.	NY	10002		N/A
U.S. Bancorp	MA	02726		N/A
Amex	CA	92841		N/A
PNC Bank N.A.	PA	15216		N/A
Amex	FL	33547		N/A
Capital One	MA	01341		N/A
Bank of America	CO	80012		N/A
Discover	CT	06002		N/A
Synchrony Financial	NY	14217	Servicemember	N/A
Citibank	FL	33418	Older American	N/A
Amex	VA	23233		N/A
Citibank	CA	94523		N/A
Synchrony Financial	ME	04106		N/A
Barclays PLC	MA	01960		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	07/22/2013	Closed with non-monetary relief	Yes	No
Web	07/31/2013	Closed with explanation	Yes	Yes
Web	07/31/2013	Closed with explanation	Yes	No
Referral	07/25/2013	Closed with explanation	Yes	Yes
Referral	07/26/2013	Closed with explanation	Yes	No
Web	07/23/2013	Closed with explanation	Yes	Yes
Web	07/23/2013	Closed with explanation	Yes	No
Web	07/23/2013	Closed with monetary relief	Yes	No
Web	07/24/2013	Closed with explanation	Yes	No
Referral	07/26/2013	Closed with explanation	Yes	Yes
Referral	08/13/2013	Closed with monetary relief	Yes	Yes
Phone	07/26/2013	Closed with explanation	Yes	No
Postal mail	07/25/2013	Closed with monetary relief	Yes	No
Web	07/23/2013	Closed with explanation	Yes	No
Web	07/25/2013	Closed with explanation	Yes	No
Web	07/23/2013	Closed with explanation	Yes	No
Phone	08/07/2013	Closed with non-monetary relief	Yes	No
Web	08/07/2013	Closed with non-monetary relief	Yes	No
Web	08/06/2013	Closed with explanation	Yes	No
Web	08/07/2013	Closed with monetary relief	Yes	No
Web	08/12/2013	Closed with monetary relief	Yes	Yes
Web	08/07/2013	Closed with non-monetary relief	Yes	No

Credit Card Complaints

Based on Consumer Complaints

475566

474002

471488

463688

463702

463752

475145

463829

465071

463889

465248

465121

475638

463979

465138

462132

493198

486967

482835

488956

488169

482563

Credit Card Complaints

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07/23/2013	Credit card
08/12/2013	Credit card
08/07/2013	Credit card
08/07/2013	Credit card
08/12/2013	Credit card
08/12/2013	Credit card
07/23/2013	Credit card
07/23/2013	Credit card
07/23/2013	Credit card
08/07/2013	Credit card
07/23/2013	Credit card
07/23/2013	Credit card
08/07/2013	Credit card
07/24/2013	Credit card
07/24/2013	Credit card
08/07/2013	Credit card
08/07/2013	Credit card
07/24/2013	Credit card
08/07/2013	Credit card
08/13/2013	Credit card
08/13/2013	Credit card

Credit Card Complaints

Based on Consumer Complaints

APR or interest rate

APR or interest rate

Billing disputes

Other

Billing disputes

Unsolicited issuance of credit card

Privacy

Identity theft / Fraud / Embezzlement

Other

Bankruptcy

Credit card protection / Debt protection

Delinquent account

Credit card protection / Debt protection

Unsolicited issuance of credit card

Billing disputes

Billing statement

Billing disputes

Unsolicited issuance of credit card

APR or interest rate

Billing disputes

Other

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Discover	NJ	07032		N/A
Barclays PLC	NY	11413		N/A
Bank of America	PA	19149		N/A
Discover	VA	23111		N/A
Capital One	MO	63130		N/A
Citibank	FL	33319		N/A
Bank of America	ID	83616		N/A
Discover	CA	94114		N/A
Barclays PLC	OR	97034		N/A
Bank of America	CA	95610		N/A
Capital One	WA	98003		N/A
Army and Air Force Exchange Service	NC	28532	Servicemember	N/A
JPMorgan Chase & Co.	WV	25840	Older American	N/A
Wells Fargo & Company	WA	98444		N/A
Citibank	MN	55106		N/A
U.S. Bancorp	CA	94566		N/A
Citibank	TX	78155		N/A
Amex	TN	38016		N/A
Citibank	MO	63316		N/A
Discover	MI	48223		N/A
JPMorgan Chase & Co.	CA	91978		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	07/23/2013	Closed with explanation	Yes	Yes
Web	08/12/2013	Closed with explanation	Yes	Yes
Web	08/07/2013	Closed with monetary relief	Yes	No
Referral	08/09/2013	Closed with explanation	Yes	Yes
Web	08/12/2013	Closed with monetary relief	Yes	Yes
Phone	08/13/2013	Closed with non-monetary relief	Yes	No
Web	07/23/2013	Closed with explanation	Yes	No
Web	07/23/2013	Closed with monetary relief	Yes	No
Web	07/23/2013	Closed with explanation	Yes	Yes
Web	08/07/2013	Closed with explanation	Yes	No
Web	07/23/2013	Closed with monetary relief	Yes	No
Web	07/23/2013	Closed with explanation	Yes	No
Phone	08/09/2013	Closed with explanation	Yes	No
Referral	07/29/2013	Closed with explanation	Yes	No
Postal mail	07/29/2013	Closed with explanation	Yes	Yes
Referral	08/08/2013	Closed with monetary relief	Yes	Yes
Referral	08/08/2013	Closed with explanation	Yes	Yes
Web	07/24/2013	Closed with explanation	Yes	No
Phone	08/08/2013	Closed with explanation	Yes	Yes
Phone	08/15/2013	Closed with explanation	Yes	Yes
Web	08/13/2013	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

479943

488194

493187

482561

488213

488217

464244

464257

464263

498169

464279

464383

482883

466063

461373

482900

482904

465756

482936

491186

491541

Credit Card Complaints

Based on Consumer Complaints

08/07/2013	Credit card
08/07/2013	Credit card
07/24/2013	Credit card
07/24/2013	Credit card
08/07/2013	Credit card
07/25/2013	Credit card
08/01/2013	Credit card
07/24/2013	Credit card
08/07/2013	Credit card
07/24/2013	Credit card
07/25/2013	Credit card
08/13/2013	Credit card
08/13/2013	Credit card
07/25/2013	Credit card
07/25/2013	Credit card
07/24/2013	Credit card
07/24/2013	Credit card
08/07/2013	Credit card
07/24/2013	Credit card
07/25/2013	Credit card
08/13/2013	Credit card

Credit Card Complaints

Based on Consumer Complaints

Credit card protection / Debt protection

Closing/Cancelling account

Billing disputes

Identity theft / Fraud / Embezzlement

Closing/Cancelling account

Other

Billing disputes

Transaction issue

Other

Billing statement

Closing/Cancelling account

Billing disputes

Other

Unsolicited issuance of credit card

Payoff process

Billing disputes

Billing statement

Other

Privacy

Credit line increase/decrease

APR or interest rate

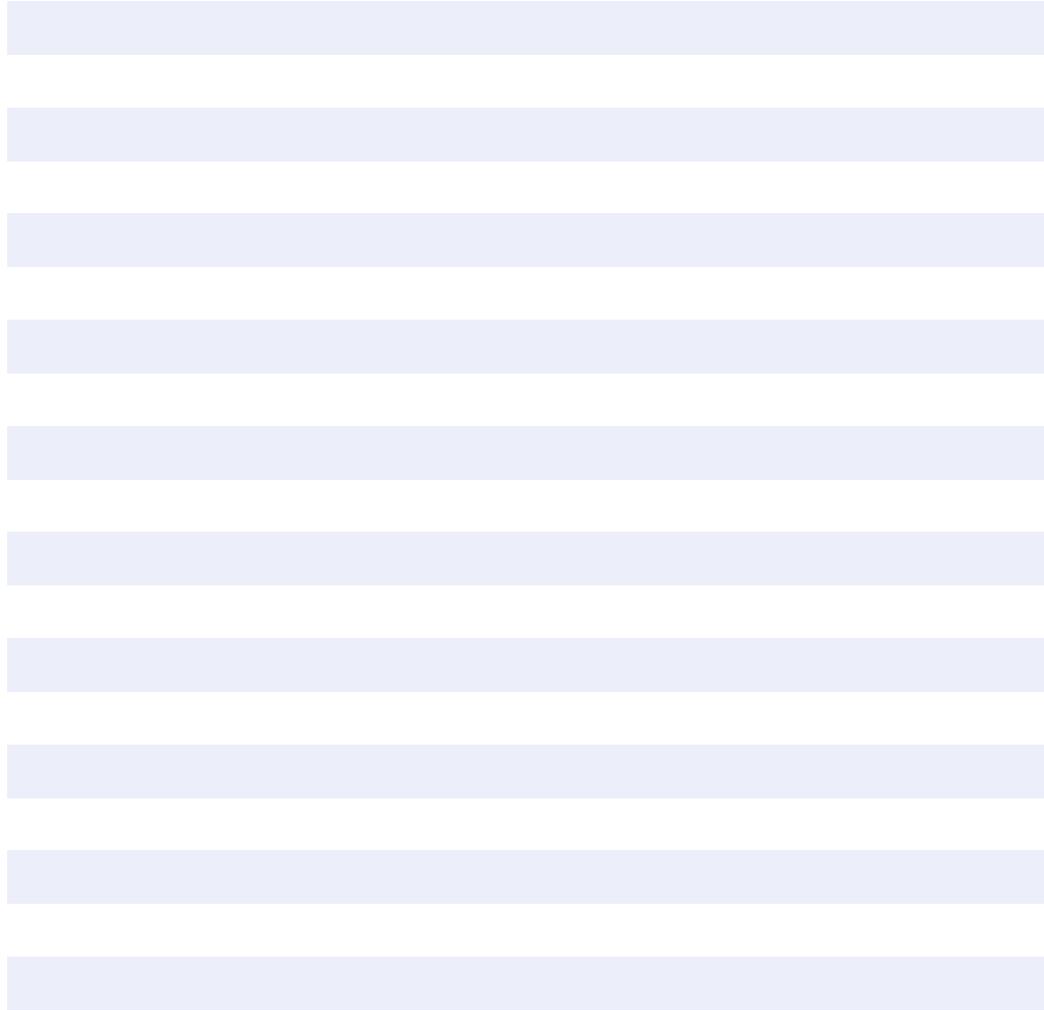
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Capital One	CA	91360		N/A
Citibank	TX	75137	Older American	N/A
Wells Fargo & Company	OH	44107		N/A
Citibank	CA	92804		N/A
Capital One	PA	18324	Older American	N/A
Citibank	AL	36116	Servicemember	N/A
Citibank	NE	68164		N/A
JPMorgan Chase & Co.	NY	10001		N/A
Bank of America	NY	11233		N/A
Capital One	TX	76112		N/A
Capital One	CA	91942	Servicemember	N/A
USAA Savings	TX	75013		N/A
Citibank	NY	10705		N/A
Bank of America	PA	19446		N/A
Amex	DC	20010		N/A
Bank of America	WA	98580		N/A
Synchrony Financial	FL	33548		N/A
Amex	MA	01002	Older American	N/A
Capital One	NY	14219	Older American	N/A
Citibank	KS	66835		N/A
Capital One	CA	93535		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	08/07/2013	Closed with monetary relief	Yes	No
Web	08/08/2013	Closed with monetary relief	Yes	No
Referral	07/26/2013	Closed with monetary relief	Yes	No
Web	07/25/2013	Closed with monetary relief	Yes	No
Phone	08/08/2013	Closed with monetary relief	Yes	No
Web	07/24/2013	Closed with explanation	Yes	Yes
Postal mail	08/05/2013	Closed with explanation	Yes	No
Referral	07/25/2013	Closed with non-monetary relief	Yes	No
Phone	08/08/2013	Closed with explanation	Yes	Yes
Postal mail	07/25/2013	Closed with explanation	Yes	No
Web	07/25/2013	Closed with monetary relief	Yes	No
Referral	08/15/2013	Closed with non-monetary relief	Yes	No
Referral	08/29/2013	Closed with explanation	Yes	No
Web	07/25/2013	Closed with explanation	Yes	No
Web	07/26/2013	Closed with explanation	Yes	No
Web	07/24/2013	Closed with explanation	Yes	No
Web	07/24/2013	Closed with monetary relief	Yes	No
Postal mail	08/08/2013	Closed with explanation	Yes	No
Phone	07/25/2013	Closed with explanation	Yes	No
Postal mail	07/26/2013	Closed with non-monetary relief	Yes	No
Web	08/13/2013	Closed with monetary relief	Yes	Yes

Credit Card Complaints

Based on Consumer Complaints

499033

484233

465857

464764

484201

465957

480574

464987

482761

464854

480103

489458

489219

466061

466091

464970

465004

482668

465017

466251

492972

Credit Card Complaints

Based on Consumer Complaints

08/21/2013	Credit card
08/13/2013	Credit card
07/25/2013	Credit card
08/13/2013	Credit card
08/13/2013	Credit card
08/08/2013	Credit card
08/13/2013	Credit card
08/01/2013	Credit card
07/25/2013	Credit card
08/08/2013	Credit card
08/08/2013	Credit card
08/14/2013	Credit card
07/26/2013	Credit card
08/14/2013	Credit card
08/14/2013	Credit card
08/21/2013	Credit card
08/21/2013	Credit card
08/01/2013	Credit card
08/21/2013	Credit card
08/08/2013	Credit card
07/25/2013	Credit card

Credit Card Complaints

Based on Consumer Complaints

Billing disputes

Billing disputes

Billing disputes

Identity theft / Fraud / Embezzlement

Customer service / Customer relations

Advertising and marketing

Identity theft / Fraud / Embezzlement

Billing disputes

Delinquent account

Billing disputes

Payoff process

Convenience checks

Credit determination

Delinquent account

Late fee

Credit card protection / Debt protection

Identity theft / Fraud / Embezzlement

Identity theft / Fraud / Embezzlement

Other fee

Other

Billing disputes

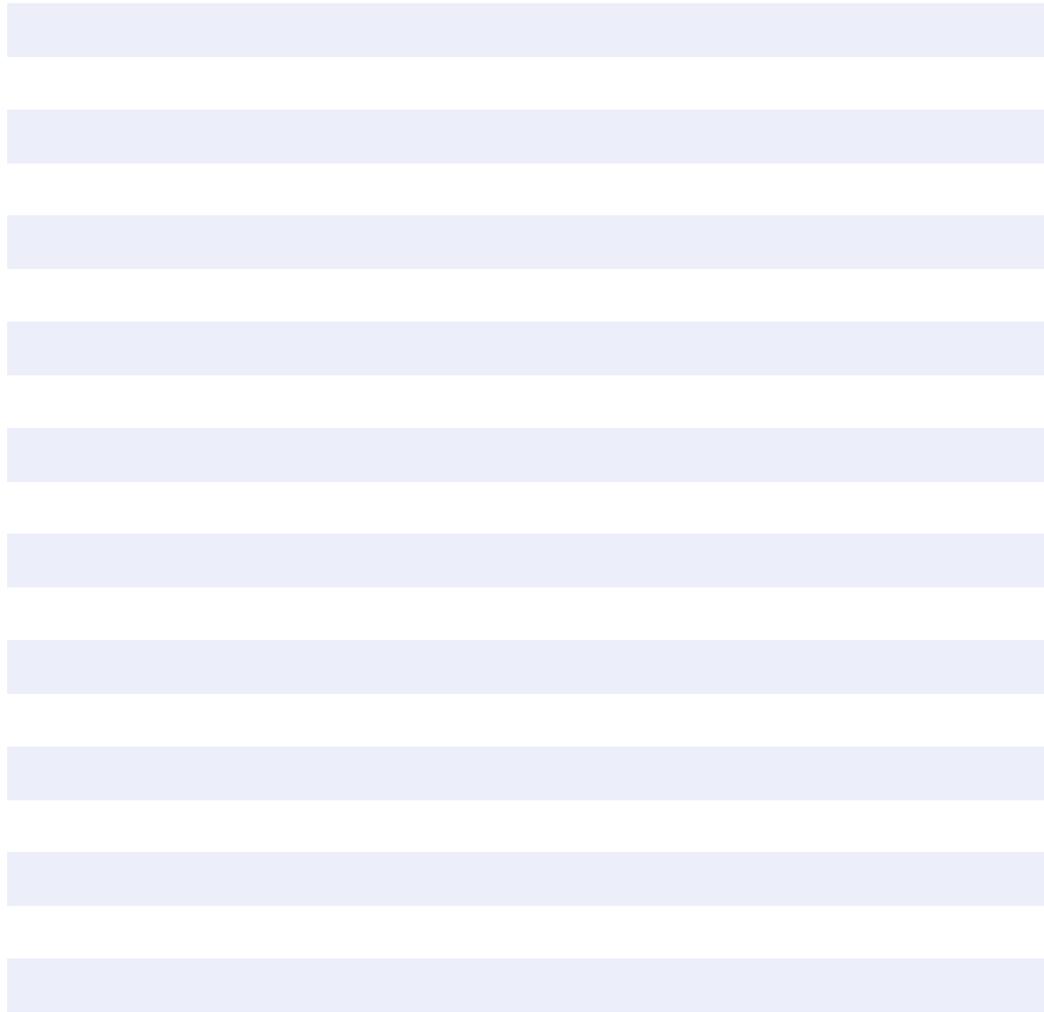
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Discover	PA	17110		N/A
Capital One	TX	75074		N/A
JPMorgan Chase & Co.	WI	54757		N/A
JPMorgan Chase & Co.	MI	48162		N/A
Quicken Loans	PA	19104		N/A
JPMorgan Chase & Co.	CA	95136		N/A
Amex	CA	92707		N/A
Capital One	TX	76020		N/A
JPMorgan Chase & Co.	FL	33483		N/A
Capital One	NY	14212	Older American	N/A
Synchrony Financial	TX	75040		N/A
Bank of America	MA	01720		N/A
Citibank	NC	27278	Older American	N/A
Citibank	WA	98367		N/A
Citibank	TX	75024		N/A
Capital One	CA	95618		N/A
Capital One	MI	48377		N/A
SunTrust Banks, Inc.	VA	23320		N/A
Bank of America	NC	27106		N/A
JPMorgan Chase & Co.	CA	92124		N/A
Synchrony Financial	TX	76039		N/A

Credit Card Complaints

Based on Consumer Complaints

Phone	08/22/2013	Closed with monetary relief	Yes	Yes
Web	08/20/2013	Closed with monetary relief	Yes	No
Postal mail	07/29/2013	Closed with non-monetary relief	Yes	No
Web	08/15/2013	Closed with non-monetary relief	Yes	No
Postal mail	08/15/2013	Closed with explanation	Yes	No
Web	08/12/2013	Closed with non-monetary relief	Yes	Yes
Web	08/15/2013	Closed with explanation	Yes	No
Referral	08/05/2013	Closed with explanation	Yes	Yes
Referral	07/29/2013	Closed with explanation	Yes	No
Phone	08/12/2013	Closed with explanation	Yes	No
Web	08/08/2013	Closed with explanation	Yes	No
Web	08/13/2013	Closed with explanation	Yes	No
Web	07/25/2013	Closed with explanation	Yes	No
Web	08/21/2013	Closed with explanation	Yes	Yes
Web	08/14/2013	Closed with monetary relief	Yes	No
Web	08/22/2013	Closed with explanation	Yes	No
Web	08/21/2013	Closed with explanation	Yes	Yes
Referral	08/05/2013	Closed with explanation	Yes	No
Phone	08/22/2013	Closed with explanation	Yes	No
Web	08/08/2013	Closed with explanation	Yes	No
Web	07/25/2013	Closed with monetary relief	Yes	No

Credit Card Complaints

Based on Consumer Complaints

499461

489320

466351

489283

489339

483117

489049

455049

467867

483332

483342

492036

467161

493278

492046

499568

498514

473014

499591

483522

463183

Credit Card Complaints

Based on Consumer Complaints

08/08/2013 Credit card

08/01/2013 Credit card

07/25/2013 Credit card

08/08/2013 Credit card

07/26/2013 Credit card

08/14/2013 Credit card

08/09/2013 Credit card

08/21/2013 Credit card

08/14/2013 Credit card

07/25/2013 Credit card

08/14/2013 Credit card

08/08/2013 Credit card

08/01/2013 Credit card

07/26/2013 Credit card

08/08/2013 Credit card

08/14/2013 Credit card

08/01/2013 Credit card

07/26/2013 Credit card

08/21/2013 Credit card

Credit Card Complaints

Based on Consumer Complaints

Billing disputes

Closing/Cancelling account

Application processing delay

Billing disputes

Convenience checks

APR or interest rate

Credit determination

Billing disputes

Advertising and marketing

Other

Other

Balance transfer

Advertising and marketing

Billing disputes

APR or interest rate

Other

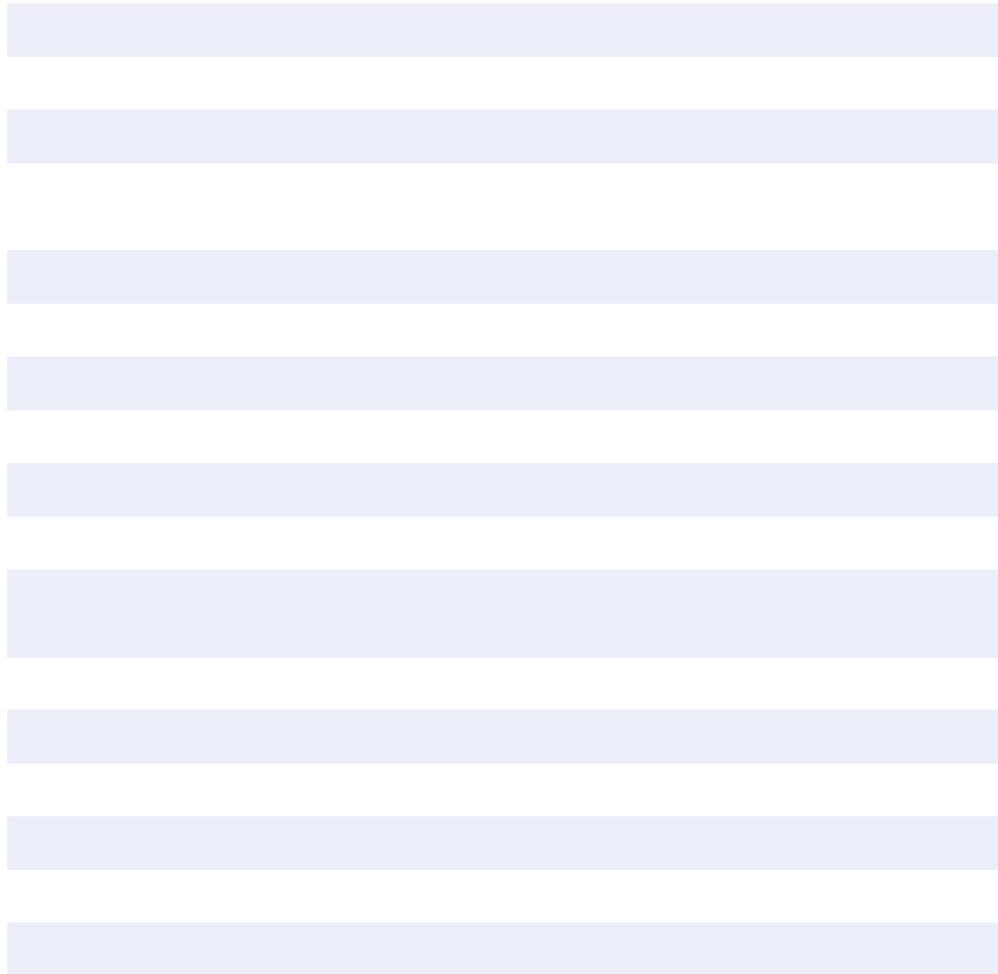
Credit card protection / Debt protection

Application processing delay

APR or interest rate

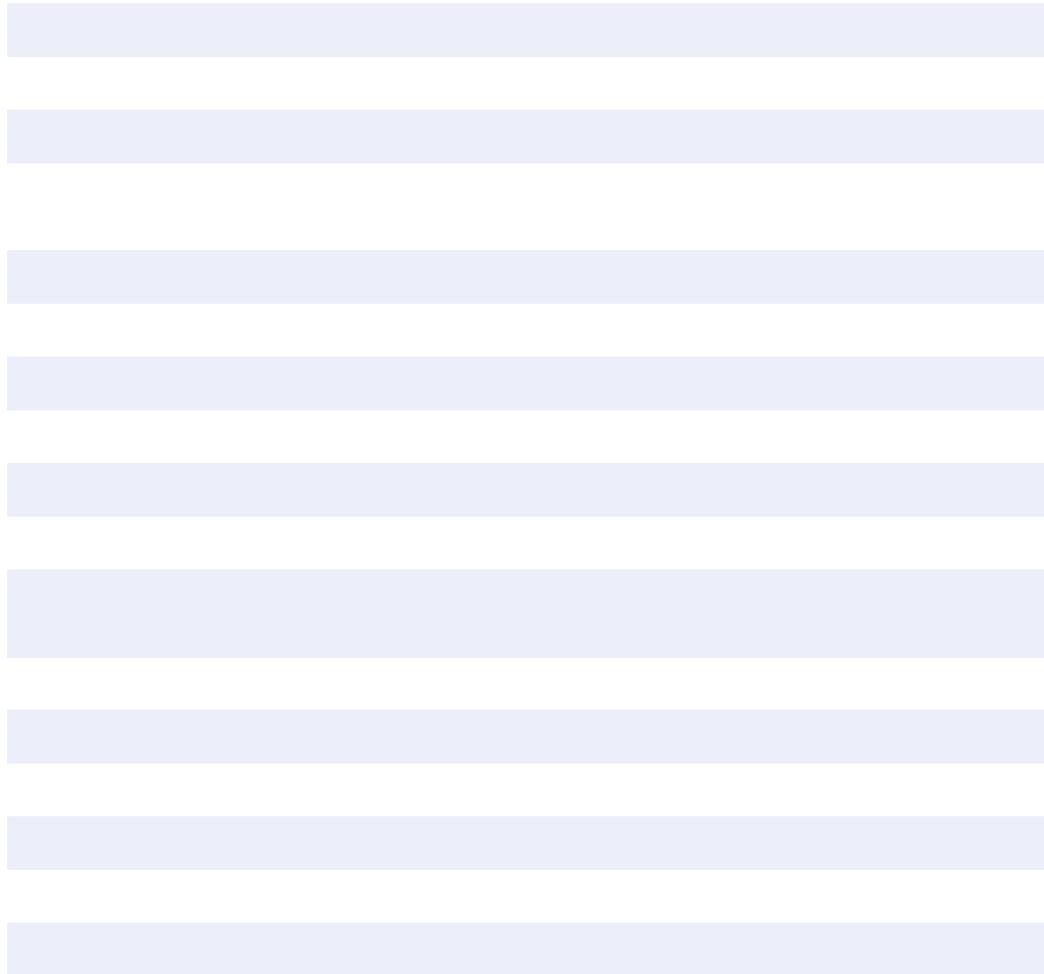
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Comerica	MI	48234	Older American	N/A
Capital One	NY	10965		N/A
Citibank	MA	02703		N/A
Barclays PLC	MD	20874	Older American	N/A
JPMorgan Chase & Co.	NH	03470	Older American, Servicemember	N/A
Capital One	MN	55045		N/A
Amex	NJ	07205		N/A
Citibank	VA	23106		N/A
Citibank	VA	23221		N/A
First National Bank of Omaha	FL	33306		N/A
Citibank	CA	92078		N/A
JPMorgan Chase & Co.	SC	29593	Older American, Servicemember	N/A
JPMorgan Chase & Co.	TX	75002	Older American	N/A
Portfolio Recovery Associates, Inc.	RI	02908		N/A
JPMorgan Chase & Co.	OH	45420	Older American	N/A
Amex	TX	78729		N/A
Bank of America	TX	75946		N/A
Citibank	MO	65556		N/A
Capital One	HI	96734		N/A

Credit Card Complaints

Based on Consumer Complaints

Referral	08/16/2013	Closed with explanation	Yes	No
Phone	08/05/2013	Closed with explanation	Yes	Yes
Phone	07/29/2013	Closed with explanation	Yes	No
Phone	08/09/2013	Closed with explanation	Yes	No
Phone	07/29/2013	Closed with explanation	Yes	No
Web	08/16/2013	Closed with explanation	Yes	No
Phone	08/12/2013	Closed with explanation	Yes	No
Web	09/11/2013	Closed with monetary relief	Yes	No
Web	08/14/2013	Closed with non-monetary relief	Yes	No
Web	07/25/2013	Closed	Yes	Yes
Web	08/14/2013	Closed with explanation	Yes	No
Phone	08/12/2013	Closed with explanation	Yes	Yes
Web	08/01/2013	Closed with explanation	Yes	No
Phone	07/29/2013	Closed with non-monetary relief	Yes	No
Web	08/08/2013	Closed with explanation	Yes	Yes
Web	08/14/2013	Closed with non-monetary relief	Yes	No
Postal mail	08/05/2013	Closed with non-monetary relief	Yes	No
Referral	07/29/2013	Closed with explanation	Yes	No
Web	08/21/2013	Closed with monetary relief	Yes	No

Credit Card Complaints

Based on Consumer Complaints

482686

472154

466816

483593

467317

489511

486629

499637

492158

475876

492182

483674

472254

467425

483742

491253

475025

467619

498234

Credit Card Complaints

Based on Consumer Complaints

07/26/2013	Credit card
08/21/2013	Credit card
08/02/2013	Credit card
08/02/2013	Credit card
08/21/2013	Credit card
08/02/2013	Credit card
08/21/2013	Credit card
08/14/2013	Credit card
08/14/2013	Credit card
08/08/2013	Credit card
08/14/2013	Credit card
07/26/2013	Credit card
07/26/2013	Credit card
08/21/2013	Credit card
08/14/2013	Credit card
08/09/2013	Credit card
08/21/2013	Credit card
08/21/2013	Credit card
08/08/2013	Credit card
08/22/2013	Credit card
08/14/2013	Credit card
08/14/2013	Credit card

Credit Card Complaints

Based on Consumer Complaints

Overlimit fee

Billing disputes

Forbearance / Workout plans

Billing disputes

Billing disputes

Credit card protection / Debt protection

Billing disputes

Credit determination

Late fee

Billing disputes

Other fee

Closing/Cancelling account

Billing statement

Billing disputes

Other

Credit determination

Rewards

Billing disputes

Customer service / Customer relations

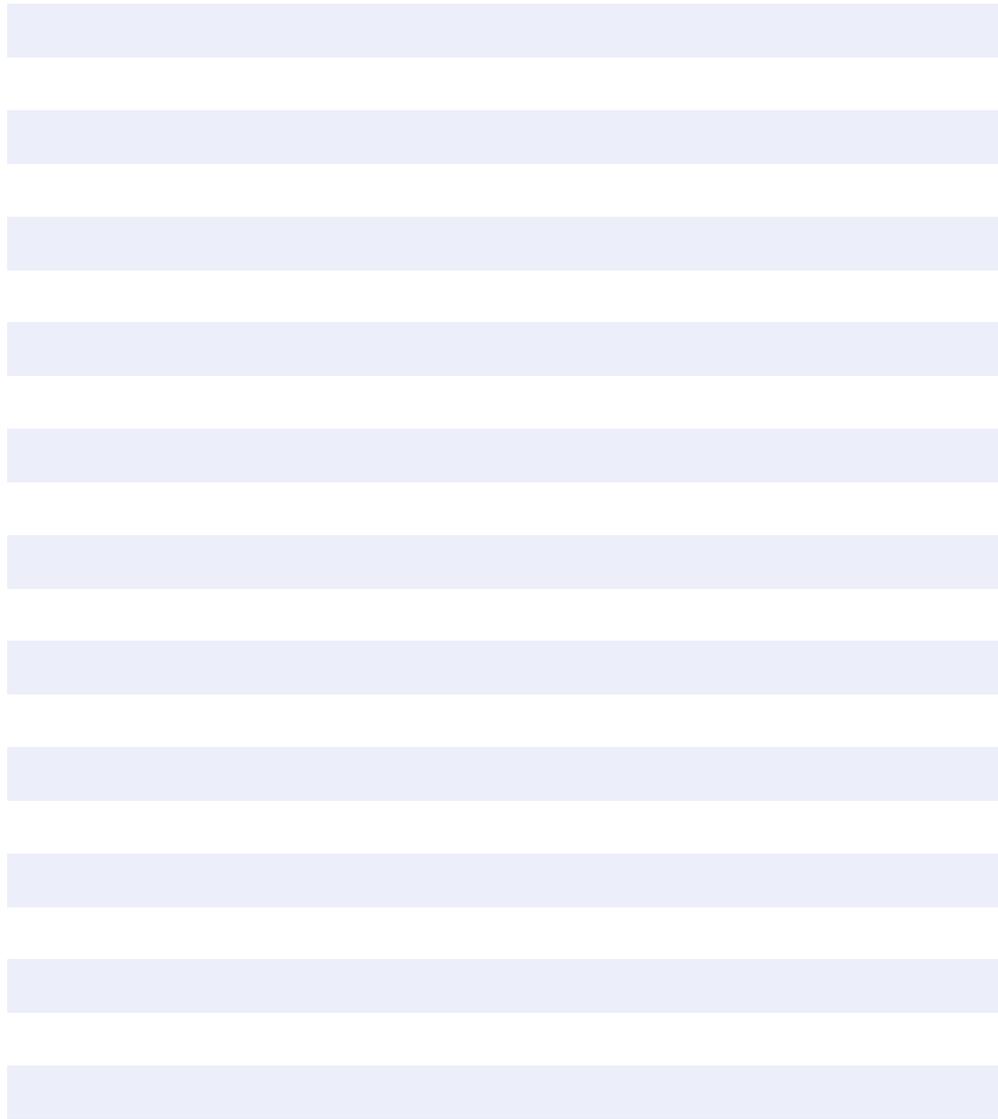
Credit line increase/decrease

Billing disputes

APR or interest rate

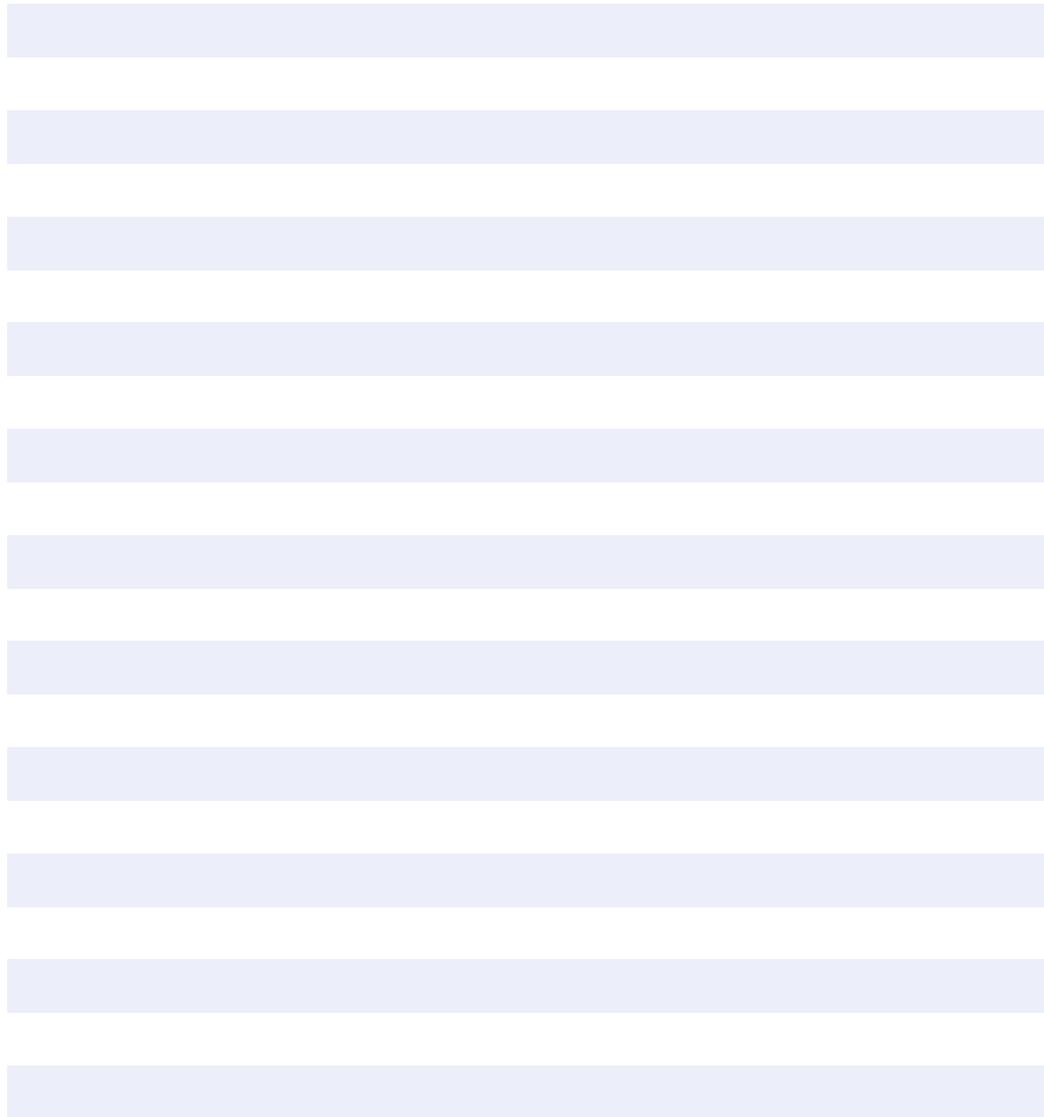
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Capital One	MI	48505		N/A
JPMorgan Chase & Co.	FL	33308		N/A
Synchrony Financial	NJ	08801		N/A
Capital One	TX	75254		N/A
Capital One	AL	35210		N/A
Capital One	MA	01773	Older American	N/A
Capital One	PA	16433	Older American	N/A
Synchrony Financial	GA	31811	Older American	N/A
Bank of America	NY	10024		N/A
Wells Fargo & Company	NC	28205		N/A
Amex	CA	90703		N/A
Bank of America	NC	28227		N/A
Discover	TN	37090		N/A
JPMorgan Chase & Co.	CA	95407		N/A
Citibank	IN	46224		N/A
Capital One	OK	74601		N/A
Amex	IL	60169		N/A
Capital One	NY	11375		N/A
Capital One	KS	66209	Older American	N/A
Discover	TX	75204		N/A
Amex	NY	10010		N/A
JPMorgan Chase & Co.	NJ	08816		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	07/26/2013	Closed with monetary relief	Yes	No
Referral	09/17/2013	Closed with explanation	Yes	No
Web	08/05/2013	Closed with monetary relief	Yes	No
Web	08/01/2013	Closed with monetary relief	Yes	No
Phone	08/22/2013	Closed with explanation	Yes	No
Web	08/05/2013	Closed with non-monetary relief	Yes	Yes
Referral	08/22/2013	Closed with monetary relief	Yes	No
Web	08/14/2013	Closed with explanation	Yes	No
Web	08/20/2013	Closed with monetary relief	Yes	No
Web	08/12/2013	Closed with explanation	Yes	No
Phone	08/22/2013	Closed with explanation	Yes	No
Phone	07/29/2013	Closed with explanation	Yes	No
Web	07/26/2013	Closed with monetary relief	Yes	No
Referral	08/22/2013	Closed with explanation	Yes	No
Web	08/14/2013	Closed with explanation	Yes	No
Web	08/09/2013	Closed with explanation	Yes	No
Referral	08/23/2013	Closed with explanation	Yes	No
Web	08/21/2013	Closed with explanation	Yes	Yes
Phone	08/09/2013	Closed with explanation	Yes	No
Web	08/21/2013	Closed with explanation	Yes	No
Referral	08/16/2013	Closed with explanation	Yes	No
Referral	08/16/2013	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

454719

499727

467575

461878

499731

472489

499752

489722

492446

484242

492481

467847

467853

499787

489748

486093

499796

498810

484054

501134

488765

489805

Credit Card Complaints

Based on Consumer Complaints

08/14/2013	Credit card
08/02/2013	Credit card
08/08/2013	Credit card
08/18/2013	Credit card
08/03/2013	Credit card
08/15/2013	Credit card
08/15/2013	Credit card
08/08/2013	Credit card
07/26/2013	Credit card
08/15/2013	Credit card
08/03/2013	Credit card
08/02/2013	Credit card
08/02/2013	Credit card
07/26/2013	Credit card
08/22/2013	Credit card
08/09/2013	Credit card
08/09/2013	Credit card
07/26/2013	Credit card
08/04/2013	Credit card
07/26/2013	Credit card
08/15/2013	Credit card

Credit Card Complaints

Based on Consumer Complaints

Customer service / Customer relations

Late fee

Balance transfer

Rewards

Billing disputes

Transaction issue

Transaction issue

Advertising and marketing

Billing disputes

Billing disputes

APR or interest rate

Billing disputes

Rewards

APR or interest rate

Billing disputes

Unsolicited issuance of credit card

Advertising and marketing

Identity theft / Fraud / Embezzlement

Other

Identity theft / Fraud / Embezzlement

APR or interest rate

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Capital One	OR	97123		N/A
Citibank	MN	55403		N/A
U.S. Bancorp	TX	75062		N/A
Citibank	MD	21921		N/A
Capital One	FL	34747		N/A
Discover	FL	33760		N/A
Amex	PA	17601		N/A
Citibank	NC	28277		N/A
Capital One	TN	38363		N/A
JPMorgan Chase & Co.	NC	28601		N/A
Barclays PLC	MA	02130	Older American	N/A
Bank of America	MA	01913	Older American	N/A
Citibank	CT	06067		N/A
Regions Financial Corporation	MA	02738		N/A
Citibank	MA	02467		N/A
JPMorgan Chase & Co.	IL	60510		N/A
Capital One	NC	28277		N/A
Bank of America	TX	77084		N/A
Barclays PLC	WA	98607		N/A
Citibank	CA	95826	Older American	N/A
Synchrony Financial	OK	74501		N/A

Credit Card Complaints

Based on Consumer Complaints

Referral	08/16/2013	Closed with explanation	Yes	No
Web	08/02/2013	Closed with monetary relief	Yes	No
Web	08/08/2013	Closed with monetary relief	Yes	No
Web	08/18/2013	Closed with non-monetary relief	Yes	No
Web	08/05/2013	Closed with explanation	Yes	Yes
Web	08/14/2013	Closed with monetary relief	Yes	No
Web	08/15/2013	Closed with explanation	Yes	Yes
Web	08/08/2013	Closed with non-monetary relief	Yes	No
Referral	07/29/2013	Closed with explanation	Yes	Yes
Referral	08/16/2013	Closed with non-monetary relief	Yes	Yes
Web	08/03/2013	Closed with explanation	Yes	No
Web	08/12/2013	Closed with explanation	Yes	No
Web	08/02/2013	Closed with monetary relief	Yes	Yes
Postal mail	07/30/2013	Closed with monetary relief	Yes	No
Web	08/22/2013	Closed with explanation	Yes	Yes
Web	08/09/2013	Closed with explanation	Yes	No
Web	08/08/2013	Closed with explanation	Yes	No
Phone	07/29/2013	Closed with explanation	Yes	No
Web	08/04/2013	Closed with non-monetary relief	Yes	No
Phone	07/30/2013	Closed with explanation	Yes	No
Phone	08/16/2013	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

491184

472706

484120

494644

474046

489855

489862

484173

468120

490446

473632

472772

472776

468142

499965

485379

485103

468193

473692

468237

489978

Credit Card Complaints

Based on Consumer Complaints

08/02/2013	Credit card
08/09/2013	Credit card
08/05/2013	Credit card
08/22/2013	Credit card
08/15/2013	Credit card
08/22/2013	Credit card
08/15/2013	Credit card
08/22/2013	Credit card
08/02/2013	Credit card
08/02/2013	Credit card
07/27/2013	Credit card
08/05/2013	Credit card
07/27/2013	Credit card
07/28/2013	Credit card
08/23/2013	Credit card
08/22/2013	Credit card
08/15/2013	Credit card
08/22/2013	Credit card

Credit Card Complaints

Based on Consumer Complaints

Credit line increase/decrease

Billing disputes

Customer service / Customer relations

Identity theft / Fraud / Embezzlement

Late fee

Arbitration

Closing/Cancelling account

Forbearance / Workout plans

Closing/Cancelling account

Delinquent account

Billing disputes

Billing disputes

Balance transfer

Billing disputes

Late fee

Billing disputes

Rewards

Identity theft / Fraud / Embezzlement

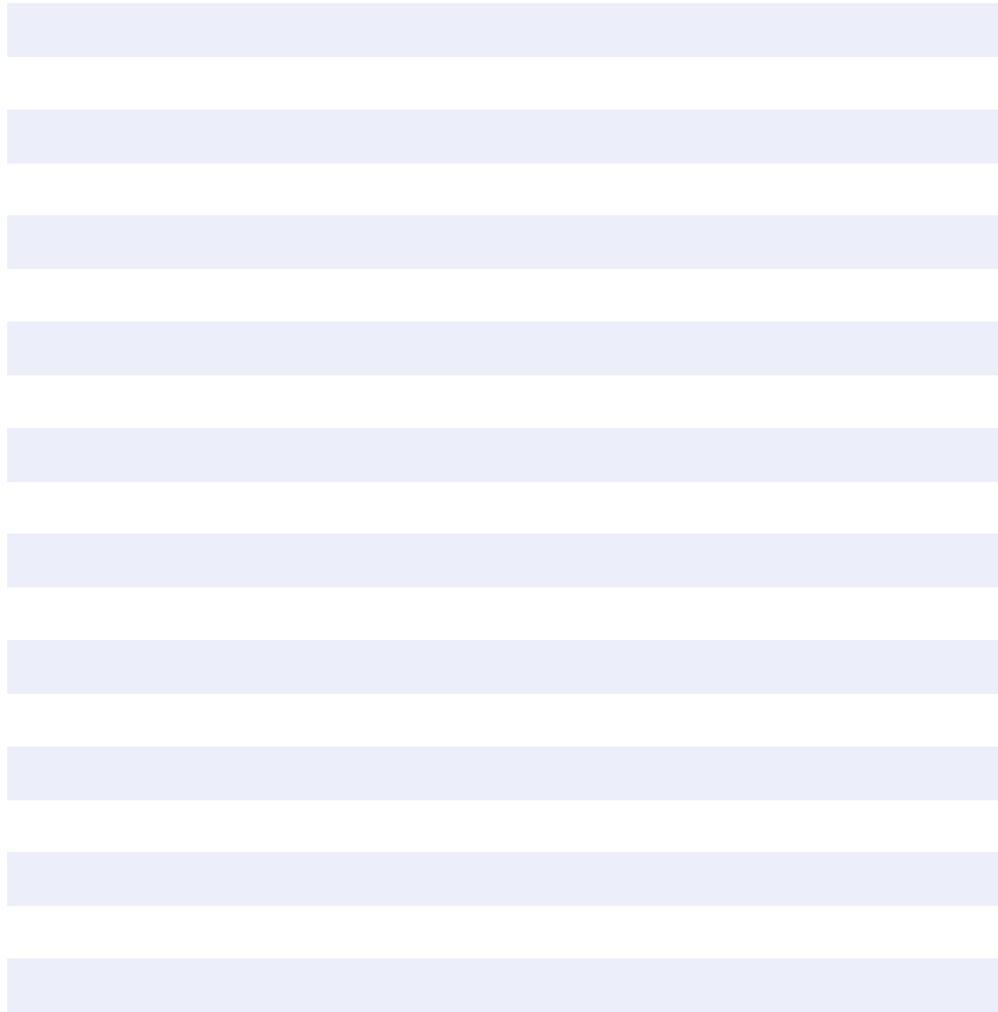
Rewards

Billing disputes

Late fee

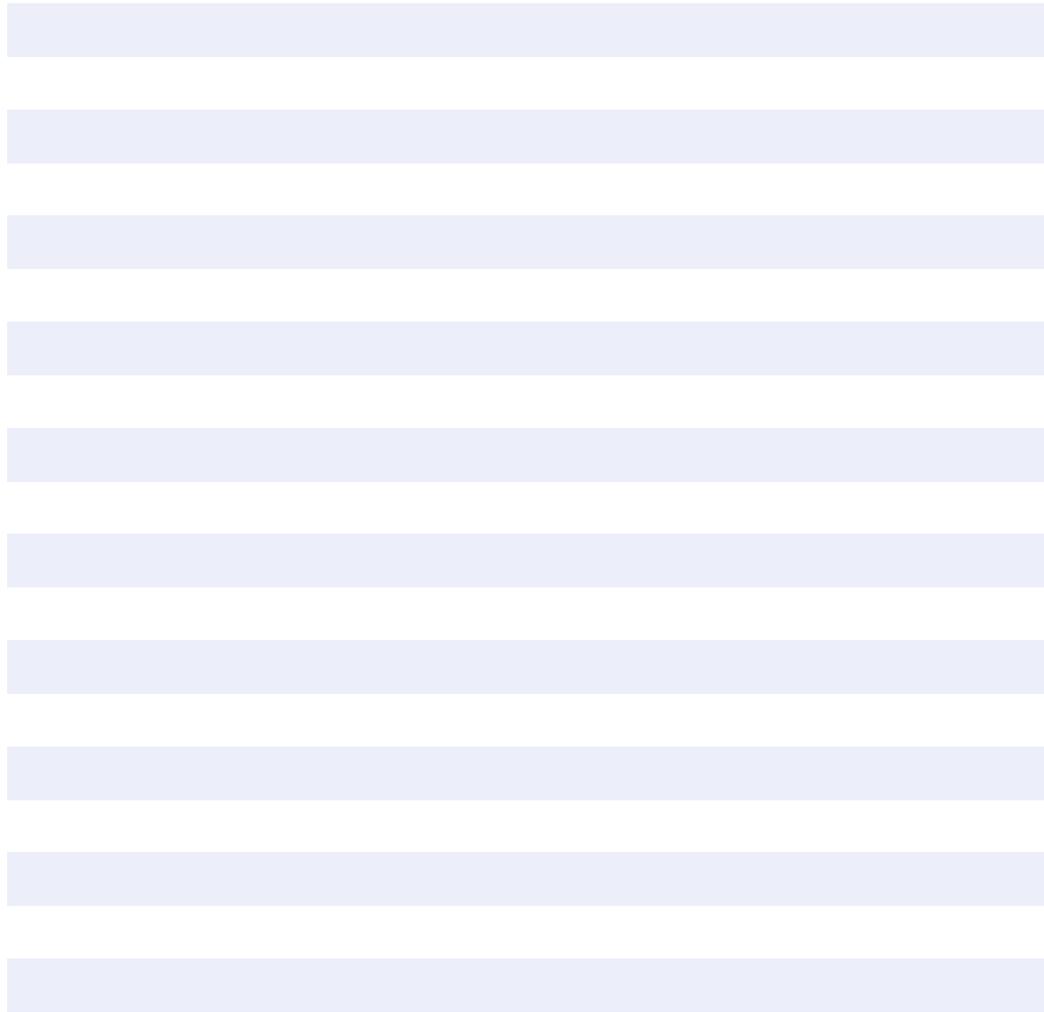
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

USAA Savings	CA	91411		N/A
Amex	CA	92260		N/A
Bank of America	NY	10010		N/A
Synchrony Financial	CA	93703	Older American	N/A
Amex	MA	02138	Older American	N/A
Bank of America	NY	10010		N/A
Citibank	RI	02885		N/A
Bank of America	TX	75044		N/A
Capital One	IA	51038		N/A
Citibank	DE	19807	Older American	N/A
Citibank	MD	20768		N/A
Bank of America	NJ	07003		N/A
Amex	MN	56628		N/A
Discover	DE	19805		N/A
Citibank	OK	73112	Older American	N/A
Synchrony Financial	CA	95655	Older American	N/A
Citibank	NC	28277		N/A
Synchrony Financial	IL	61008		N/A
Capital One	CA	92081		N/A
Capital One	MD	21282		N/A
Citizens Financial Group, Inc.	CA	91342		N/A

Credit Card Complaints

Based on Consumer Complaints

Postal mail	08/05/2013	Closed with explanation	Yes	No
Referral	08/12/2013	Closed with explanation	Yes	No
Web	08/04/2013	Closed with explanation	Yes	Yes
Web	08/05/2013	Closed with explanation	Yes	Yes
Web	08/05/2013	Closed with monetary relief	Yes	No
Web	08/05/2013	Closed with explanation	Yes	Yes
Web	08/22/2013	Closed with non-monetary relief	Yes	No
Web	08/15/2013	Closed with explanation	Yes	No
Web	08/22/2013	Closed with monetary relief	Yes	No
Referral	08/16/2013	Closed with explanation	Yes	No
Web	08/22/2013	Closed with monetary relief	Yes	Yes
Web	08/02/2013	Closed with explanation	Yes	No
Referral	08/05/2013	Closed with monetary relief	Yes	Yes
Web	07/27/2013	Closed with explanation	Yes	Yes
Phone	08/07/2013	Closed with monetary relief	Yes	No
Web	07/27/2013	Closed with monetary relief	Yes	No
Web	07/29/2013	Closed with explanation	Yes	Yes
Web	08/23/2013	Closed with non-monetary relief	Yes	No
Referral	08/26/2013	Closed with monetary relief	Yes	No
Referral	08/16/2013	Closed with explanation	Yes	No
Referral	08/23/2013	Closed with monetary relief	Yes	No

Credit Card Complaints

Based on Consumer Complaints

472872

485191

473724

473726

473736

480045

500697

490030

499335

488803

500094

472958

473570

475556

473865

476003

468464

502104

500232

490234

501140

Credit Card Complaints

Based on Consumer Complaints

08/23/2013	Credit card
07/28/2013	Credit card
08/23/2013	Credit card
08/02/2013	Credit card
08/05/2013	Credit card
08/23/2013	Credit card
08/23/2013	Credit card
07/29/2013	Credit card
08/15/2013	Credit card
08/02/2013	Credit card
08/15/2013	Credit card
08/23/2013	Credit card
08/02/2013	Credit card
08/22/2013	Credit card
08/09/2013	Credit card
07/29/2013	Credit card
08/09/2013	Credit card
07/29/2013	Credit card
08/05/2013	Credit card
08/23/2013	Credit card
08/09/2013	Credit card

Credit Card Complaints

Based on Consumer Complaints

Balance transfer

Billing disputes

Billing disputes

Advertising and marketing

Billing statement

Identity theft / Fraud / Embezzlement

Delinquent account

Billing disputes

Transaction issue

Late fee

Transaction issue

Other

Credit determination

Identity theft / Fraud / Embezzlement

Advertising and marketing

Unsolicited issuance of credit card

Other

Billing disputes

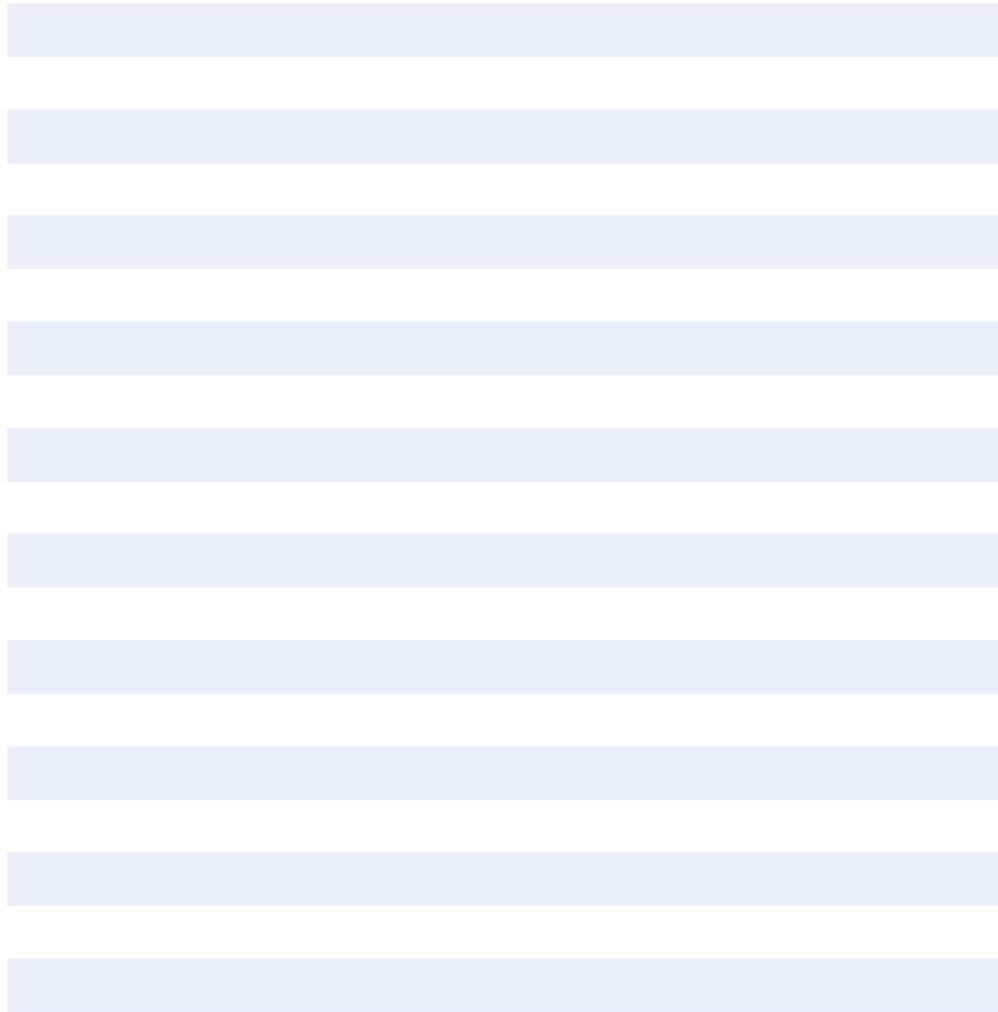
Other

Advertising and marketing

Billing disputes

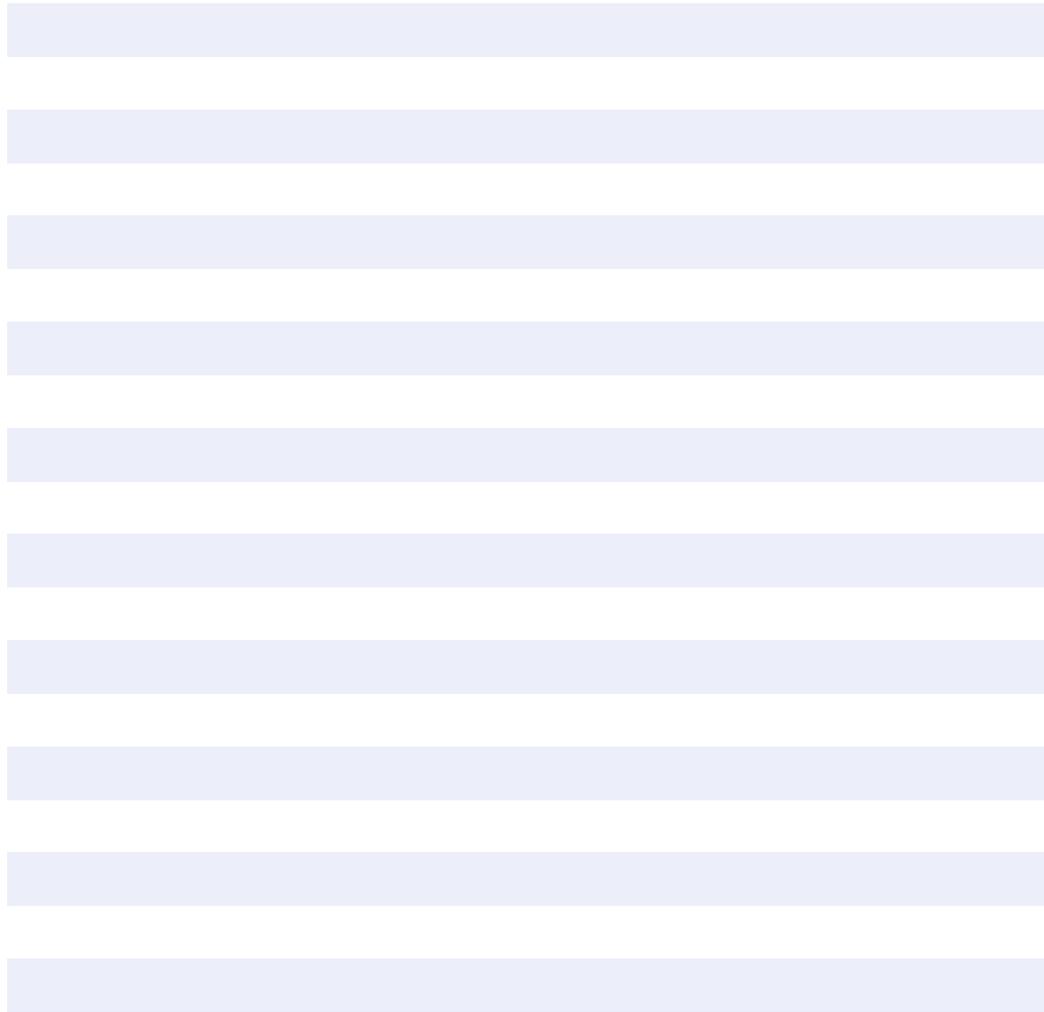
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Bank of America	OR	97080		N/A
JPMorgan Chase & Co.	MD	20841		N/A
Wells Fargo & Company	FL	33558		N/A
Citibank	IN	46360		N/A
Synchrony Financial	MO	64759		N/A
Capital One	IA	51104		N/A
JPMorgan Chase & Co.	NC	27874	Older American	N/A
JPMorgan Chase & Co.	NJ	07731		N/A
Wells Fargo & Company	WI	54915	Older American	N/A
Synchrony Financial	IL	62951		N/A
Synchrony Financial	FL	32459	Older American	N/A
Citibank	CA	92078		N/A
JPMorgan Chase & Co.	PA	18414		N/A
Barclays PLC	PA	18964		N/A
Global Client Solutions	CA	91945		N/A
Citibank	FL	34448		N/A
JPMorgan Chase & Co.	NJ	07631		N/A
Synchrony Financial	MD	21710		N/A
Capital One	CT	06519		N/A
JPMorgan Chase & Co.	ID	83841	Older American	N/A
JPMorgan Chase & Co.	IL	60532		N/A

Credit Card Complaints

Based on Consumer Complaints

Referral	08/26/2013	Closed with explanation	Yes	Yes
Web	07/28/2013	Closed with non-monetary relief	Yes	Yes
Referral	08/26/2013	Closed with explanation	Yes	No
Postal mail	08/05/2013	Closed with explanation	Yes	No
Web	08/07/2013	Closed with explanation	Yes	No
Web	08/23/2013	Closed with monetary relief	Yes	Yes
Phone	08/26/2013	Closed with explanation	Yes	No
Fax	07/30/2013	Closed with monetary relief	Yes	Yes
Phone	08/19/2013	Closed with non-monetary relief	Yes	No
Web	08/02/2013	Closed with monetary relief	Yes	No
Web	08/20/2013	Closed with explanation	Yes	No
Web	08/23/2013	Closed with explanation	Yes	No
Web	08/02/2013	Closed with explanation	Yes	Yes
Referral	08/23/2013	Closed with explanation	Yes	No
Web	08/12/2013	Closed with explanation	Yes	Yes
Referral	07/30/2013	Closed with explanation	Yes	Yes
Referral	08/12/2013	Closed with explanation	Yes	No
Referral	07/30/2013	Closed with monetary relief	Yes	No
Referral	09/03/2013	Closed with monetary relief	Yes	No
Web	08/23/2013	Closed with explanation	Yes	No
Referral	08/12/2013	Closed with explanation	Yes	Yes

Credit Card Complaints

Based on Consumer Complaints

503426

468510

502144

473111

473996

502172

502196

475859

490342

473190

490923

501826

473259

501088

485922

467943

485573

469076

474147

508199

485588

Credit Card Complaints

Based on Consumer Complaints

08/15/2013	Credit card
08/05/2013	Credit card
08/15/2013	Credit card
08/09/2013	Credit card
08/09/2013	Credit card
07/29/2013	Credit card
08/23/2013	Credit card
07/29/2013	Credit card
08/09/2013	Credit card
07/29/2013	Credit card
08/15/2013	Credit card
08/09/2013	Credit card
08/15/2013	Credit card
08/09/2013	Credit card
08/23/2013	Credit card
08/15/2013	Credit card
08/10/2013	Credit card
09/09/2013	Credit card
08/15/2013	Credit card
08/15/2013	Credit card
08/10/2013	Credit card

Credit Card Complaints

Based on Consumer Complaints

Other

Billing disputes

Billing disputes

Delinquent account

Identity theft / Fraud / Embezzlement

Other

Billing disputes

APR or interest rate

Payoff process

Advertising and marketing

Billing disputes

Transaction issue

APR or interest rate

Billing statement

Late fee

Rewards

Billing disputes

Billing disputes

Credit line increase/decrease

Identity theft / Fraud / Embezzlement

Transaction issue

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Wells Fargo & Company	NJ	08401		N/A
Amex	AZ	85286		N/A
Citibank	NV	89139	Older American	N/A
Citibank	FL	33062		N/A
Capital One	MA	02151		N/A
Amex	MD	21122		N/A
Capital One	CA	95370		N/A
Navy FCU	VA	22207		N/A
Citibank	WA	98579		N/A
Citibank	NY	11746		N/A
Amex	CO	81003		N/A
Citibank	TX	77554	Servicemember	N/A
Discover	TX	77083		N/A
Amex	OR	97211		N/A
BBVA Compass	UT	84060		N/A
JPMorgan Chase & Co.	VA	22207		N/A
Barclays PLC	FL	33480		N/A
Capital One	ID	83607		N/A
JPMorgan Chase & Co.	NV	89519	Older American	N/A
Wells Fargo & Company	NC	27537	Servicemember	N/A
Bank of America	TX	77258	Older American	N/A

Credit Card Complaints

Based on Consumer Complaints

Referral	08/16/2013	Closed with explanation	Yes	No
Referral	08/07/2013	Closed with explanation	Yes	No
Phone	08/16/2013	Closed with explanation	Yes	No
Phone	08/12/2013	Closed with non-monetary relief	Yes	No
Phone	08/12/2013	Closed with explanation	Yes	No
Web	07/29/2013	Closed with non-monetary relief	Yes	Yes
Referral	08/26/2013	Closed with monetary relief	Yes	No
Web	07/29/2013	Closed with explanation	Yes	Yes
Phone	08/12/2013	Closed with monetary relief	Yes	Yes
Web	07/29/2013	Closed with explanation	Yes	No
Web	08/15/2013	Closed with explanation	Yes	Yes
Web	08/09/2013	Closed with explanation	Yes	No
Web	08/19/2013	Closed with non-monetary relief	Yes	No
Web	08/09/2013	Closed with monetary relief	Yes	No
Web	08/23/2013	Closed with explanation	Yes	Yes
Web	08/15/2013	Closed with explanation	Yes	No
Referral	08/22/2013	Closed with monetary relief	Yes	No
Web	09/14/2013	Closed with monetary relief	Yes	Yes
Web	08/15/2013	Closed with explanation	Yes	Yes
Web	08/22/2013	Closed with non-monetary relief	Yes	No
Web	08/27/2013	Closed with monetary relief	Yes	No

Credit Card Complaints

Based on Consumer Complaints

490452

474155

491177

486034

485665

480087

502509

480133

486165

468870

490692

486204

490700

486230

502682

491115

486289

520592

488752

491205

486364

Credit Card Complaints

Based on Consumer Complaints

08/10/2013	Credit card
08/10/2013	Credit card
08/10/2013	Credit card
08/23/2013	Credit card
08/10/2013	Credit card
08/10/2013	Credit card
08/16/2013	Credit card
08/10/2013	Credit card
08/10/2013	Credit card
08/29/2013	Credit card
08/16/2013	Credit card
08/23/2013	Credit card
08/10/2013	Credit card
08/05/2013	Credit card
08/23/2013	Credit card
08/16/2013	Credit card
08/11/2013	Credit card
08/11/2013	Credit card
08/16/2013	Credit card
08/11/2013	Credit card
08/16/2013	Credit card

Credit Card Complaints

Based on Consumer Complaints

Credit line increase/decrease

Credit determination

APR or interest rate

Billing disputes

Transaction issue

Advertising and marketing

Credit card protection / Debt protection

Other

Closing/Cancelling account

APR or interest rate

Payoff process

Customer service / Customer relations

Other

Credit line increase/decrease

Billing disputes

Closing/Cancelling account

Credit determination

Other

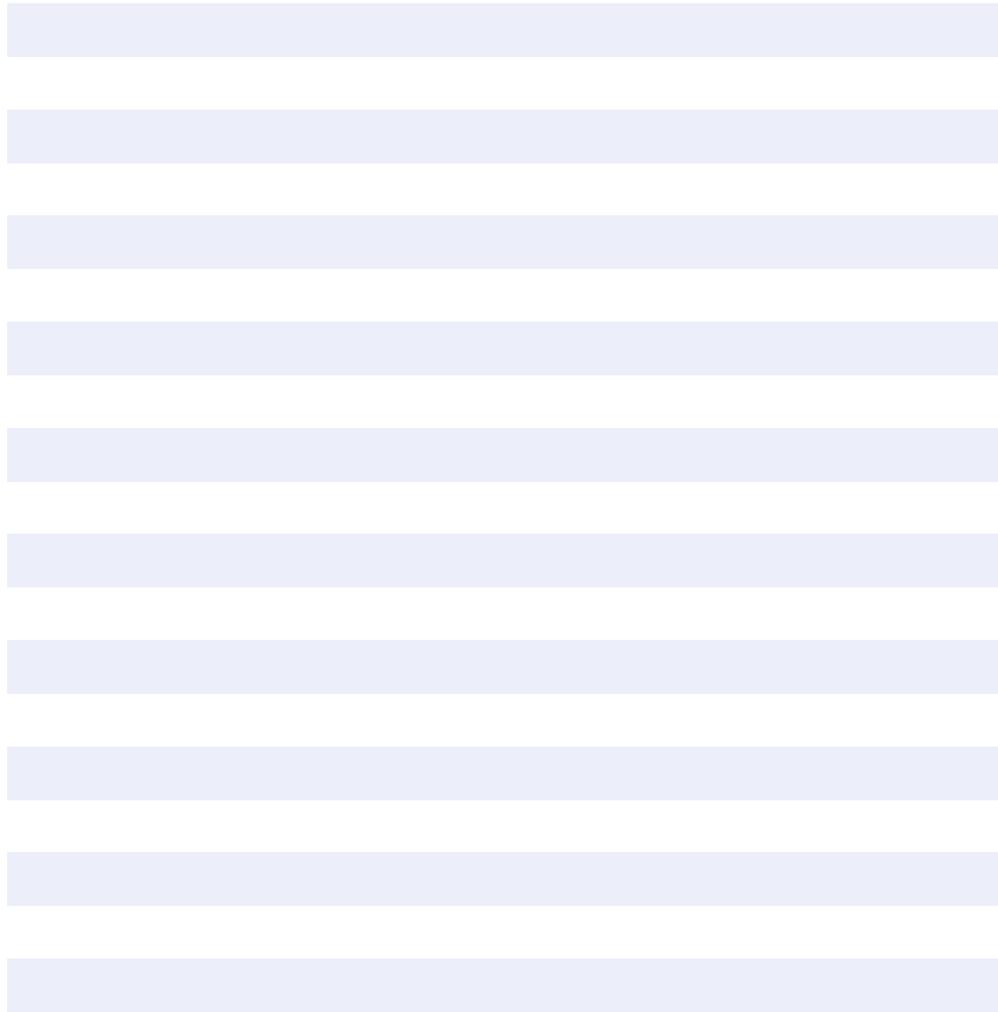
Billing disputes

APR or interest rate

Closing/Cancelling account

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Synchrony Financial	MO	63303		N/A
Synchrony Financial	MI	48611		N/A
Capital One	TX	76542		N/A
Synchrony Financial	KY	41005		N/A
Synchrony Financial	GA	30470		N/A
Barclays PLC	CA	93561		N/A
Barclays PLC	KS	67460	Older American	N/A
JPMorgan Chase & Co.	TX	75007		N/A
Bank of America	MD	21601		N/A
Capital One	PA	15442		N/A
Amex	MT	59912		N/A
Citibank	DC	20002		N/A
Capital One	NV	89141		N/A
JPMorgan Chase & Co.	NY	14227		N/A
Capital One	CA	94568		N/A
Portfolio Recovery Associates, Inc.	CA	95355		N/A
Citibank	TX	77068		N/A
Santander Bank US	NJ	08701	Older American	N/A
JPMorgan Chase & Co.	FL	33312		N/A
Amex	NY	10952		N/A
TCF National Bank	IL	60615		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	08/10/2013	Closed with explanation	Yes	No
Web	08/12/2013	Closed with explanation	Yes	No
Postal mail	09/04/2013	Closed with explanation	Yes	No
Web	08/23/2013	Closed with explanation	Yes	No
Web	08/10/2013	Closed with explanation	Yes	No
Web	08/10/2013	Closed with explanation	Yes	No
Web	08/16/2013	Closed with explanation	Yes	No
Postal mail	08/21/2013	Closed with non-monetary relief	Yes	No
Web	08/10/2013	Closed with explanation	Yes	No
Postal mail	08/30/2013	Closed with monetary relief	Yes	No
Web	08/16/2013	Closed with explanation	Yes	No
Web	08/23/2013	Closed with explanation	Yes	No
Web	08/10/2013	Closed with explanation	Yes	No
Web	08/07/2013	Closed with explanation	Yes	No
Referral	08/26/2013	Closed with explanation	Yes	No
Web	08/19/2013	Closed with non-monetary relief	Yes	No
Web	08/11/2013	Closed with explanation	Yes	Yes
Web	08/11/2013	Closed with explanation	Yes	No
Referral	08/19/2013	Closed with non-monetary relief	Yes	No
Web	08/11/2013	Closed with explanation	Yes	No
Referral	08/19/2013	Closed with explanation	Yes	Yes

Credit Card Complaints

Based on Consumer Complaints

484774

486368

484610

502792

486408

486426

493450

486433

486450

508942

493475

502009

486483

474666

502928

493756

486517

486548

493703

484650

493833

Credit Card Complaints

Based on Consumer Complaints

08/16/2013	Credit card
08/16/2013	Credit card
08/12/2013	Credit card
08/23/2013	Credit card
08/16/2013	Credit card
08/06/2013	Credit card
08/06/2013	Credit card
08/29/2013	Credit card
08/06/2013	Credit card
08/29/2013	Credit card
08/18/2013	Credit card
08/06/2013	Credit card
09/05/2013	Credit card
08/12/2013	Credit card
08/23/2013	Credit card
08/26/2013	Credit card
08/24/2013	Credit card
08/24/2013	Credit card
08/16/2013	Credit card
08/24/2013	Credit card
08/16/2013	Credit card

Credit Card Complaints

Based on Consumer Complaints

Other

Advertising and marketing

Identity theft / Fraud / Embezzlement

Delinquent account

Overlimit fee

APR or interest rate

Billing disputes

Billing statement

Other fee

Billing statement

Advertising and marketing

Identity theft / Fraud / Embezzlement

Rewards

Billing statement

Identity theft / Fraud / Embezzlement

Credit determination

Late fee

Delinquent account

Billing disputes

Identity theft / Fraud / Embezzlement

Other

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Wells Fargo & Company	CA	94605		N/A
HSBC North America Holdings Inc.	NY	11206		N/A
Synchrony Financial	LA	71227		N/A
JPMorgan Chase & Co.	PA	19086		N/A
Capital One	OR	97435	Older American	N/A
Amex	FL	32085		N/A
Capital One	WA	98248		N/A
Synchrony Financial	IN	47401		N/A
Barclays PLC	MD	21703		N/A
Discover	MD	21041		N/A
Citibank	NJ	07821		N/A
Capital One	CO	81089		N/A
Amex	IL	60647		N/A
Capital One	WI	53061	Older American	N/A
Citibank	NY	14217	Servicemember	N/A
Citibank	NJ	07882		N/A
Capital One	WA	98042		N/A
TD Bank US Holding Company	FL	32837		N/A
Synchrony Financial	TX	75180		N/A
Bank of America	CO	80916		N/A
Citibank	NJ	07885		N/A

Credit Card Complaints

Based on Consumer Complaints

Phone	08/22/2013	Closed with explanation	Yes	No
Referral	09/10/2013	Closed with monetary relief	Yes	No
Web	10/04/2013	Closed with non-monetary relief	Yes	No
Web	08/23/2013	Closed with explanation	Yes	Yes
Web	08/16/2013	Closed with explanation	Yes	No
Web	08/08/2013	Closed with explanation	Yes	No
Web	08/06/2013	Closed with explanation	Yes	No
Referral	08/30/2013	Closed with non-monetary relief	Yes	No
Postal mail	08/07/2013	Closed with explanation	Yes	Yes
Referral	08/30/2013	Closed with explanation	Yes	Yes
Postal mail	08/19/2013	Closed with explanation	Yes	No
Web	08/06/2013	Closed with explanation	Yes	Yes
Web	09/05/2013	Closed with non-monetary relief	Yes	No
Phone	08/14/2013	Closed with explanation	Yes	No
Phone	08/26/2013	Closed with non-monetary relief	Yes	No
Web	08/26/2013	Closed with explanation	Yes	No
Web	08/27/2013	Closed with monetary relief	Yes	No
Web	08/26/2013	Closed with explanation	Yes	No
Web	08/20/2013	Closed with monetary relief	Yes	No
Web	08/24/2013	Closed with non-monetary relief	Yes	No
Web	08/16/2013	Closed with non-monetary relief	Yes	No

Credit Card Complaints

Based on Consumer Complaints

493574

493840

487198

501965

493883

481154

481161

508560

481184

509274

494645

481208

516222

487343

503229

504529

503259

503270

494133

503285

494153

Credit Card Complaints

Based on Consumer Complaints

08/29/2013	Credit card
08/16/2013	Credit card
08/24/2013	Credit card
08/29/2013	Credit card
08/12/2013	Credit card
08/16/2013	Credit card
08/16/2013	Credit card
08/16/2013	Credit card
08/29/2013	Credit card
08/24/2013	Credit card
09/05/2013	Credit card
09/17/2013	Credit card
08/12/2013	Credit card
08/24/2013	Credit card
08/17/2013	Credit card
08/17/2013	Credit card
08/29/2013	Credit card
08/24/2013	Credit card
08/12/2013	Credit card
08/25/2013	Credit card
09/05/2013	Credit card

Credit Card Complaints

Based on Consumer Complaints

Closing/Cancelling account

Billing disputes

Other

Transaction issue

Other

Billing disputes

Other

Customer service / Customer relations

Closing/Cancelling account

Billing disputes

Delinquent account

Billing disputes

Identity theft / Fraud / Embezzlement

APR or interest rate

Customer service / Customer relations

Closing/Cancelling account

Credit line increase/decrease

Customer service / Customer relations

Other

Credit determination

Billing disputes

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Bank of America	NJ	07008	Older American	N/A
Synchrony Financial	TX	75180	Older American	N/A
Discover	TX	76131		N/A
Discover	CO	80010	Servicemember	N/A
Capital One	MI	48030		N/A
Bank of America	MI	48098		N/A
Bank of America	ID	83301		N/A
The Western Union Company	CA	95009		N/A
Capital One	TX	77215		N/A
Capital One	MS	39401		N/A
Citibank	WV	25414		N/A
Bank of America	TN	37874	Older American	N/A
Synchrony Financial	FL	33830		N/A
Citibank	MO	63116		N/A
Synchrony Financial	PR	00917		N/A
Discover	IL	62221		N/A
JPMorgan Chase & Co.	FL	34997		N/A
Capital One	SC	29579		N/A
Citibank	CA	94606	Older American	N/A
Amex	NY	11230		N/A
Citibank	MI	48114		N/A

Credit Card Complaints

Based on Consumer Complaints

Phone	09/04/2013	Closed with explanation	Yes	No
Web	08/16/2013	Closed with monetary relief	Yes	No
Postal mail	08/26/2013	Closed with explanation	Yes	No
Web	08/29/2013	Closed with monetary relief	Yes	No
Postal mail	09/18/2013	Closed with explanation	Yes	No
Web	08/16/2013	Closed with explanation	Yes	No
Referral	08/19/2013	Closed with explanation	Yes	No
Web	08/21/2013	Closed with explanation	Yes	Yes
Web	08/29/2013	Closed with monetary relief	Yes	No
Web	08/24/2013	Closed with monetary relief	Yes	No
Referral	09/06/2013	Closed with non-monetary relief	Yes	No
Phone	11/04/2013	Closed with explanation	Yes	Yes
Web	08/12/2013	Closed with explanation	Yes	Yes
Web	08/24/2013	Closed with explanation	Yes	No
Referral	08/19/2013	Closed with explanation	Yes	No
Postal mail	08/19/2013	Closed with explanation	Yes	No
Postal mail	08/30/2013	Closed with non-monetary relief	Yes	No
Web	08/24/2013	Closed with explanation	Yes	Yes
Phone	08/13/2013	Closed with explanation	Yes	No
Web	08/25/2013	Closed with explanation	Yes	Yes
Referral	09/06/2013	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

509457

494134

503361

509470

487577

494357

494359

494373

509547

503512

516499

530624

487676

503570

494456

494458

508484

503225

487160

503635

516626

Credit Card Complaints

Based on Consumer Complaints

08/29/2013	Credit card
09/17/2013	Credit card
09/05/2013	Credit card
08/29/2013	Credit card
08/29/2013	Credit card
08/17/2013	Credit card
08/29/2013	Credit card
08/29/2013	Credit card
09/06/2013	Credit card
08/25/2013	Credit card
08/18/2013	Credit card
09/06/2013	Credit card
09/06/2013	Credit card
09/06/2013	Credit card
08/30/2013	Credit card
08/30/2013	Credit card
08/18/2013	Credit card
08/12/2013	Credit card
08/30/2013	Credit card
09/17/2013	Credit card

Credit Card Complaints

Based on Consumer Complaints

Billing disputes

Closing/Cancelling account

Billing disputes

Credit card protection / Debt protection

Billing disputes

Credit determination

Billing disputes

Credit determination

Credit card protection / Debt protection

Closing/Cancelling account

Credit card protection / Debt protection

Other

Transaction issue

Payoff process

Billing disputes

Cash advance fee

Billing disputes

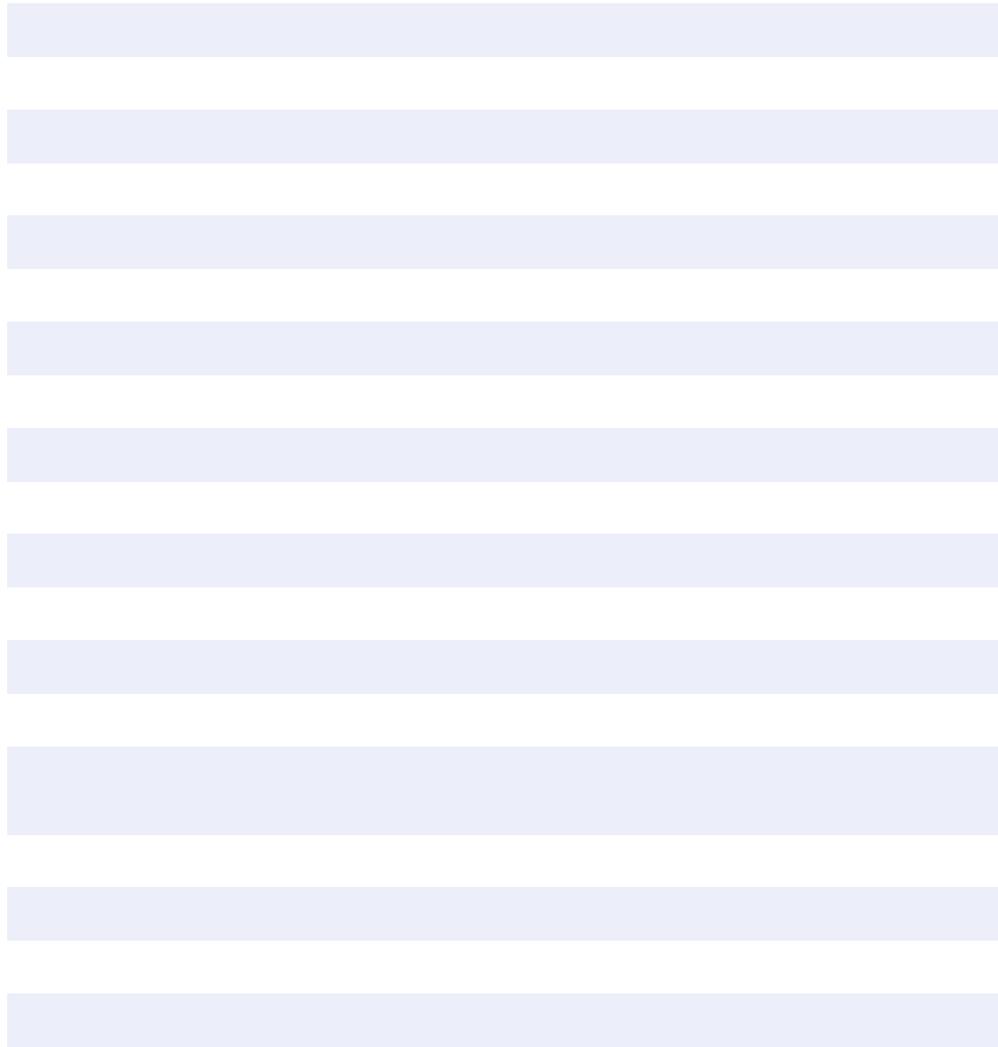
Billing disputes

Billing disputes

Rewards

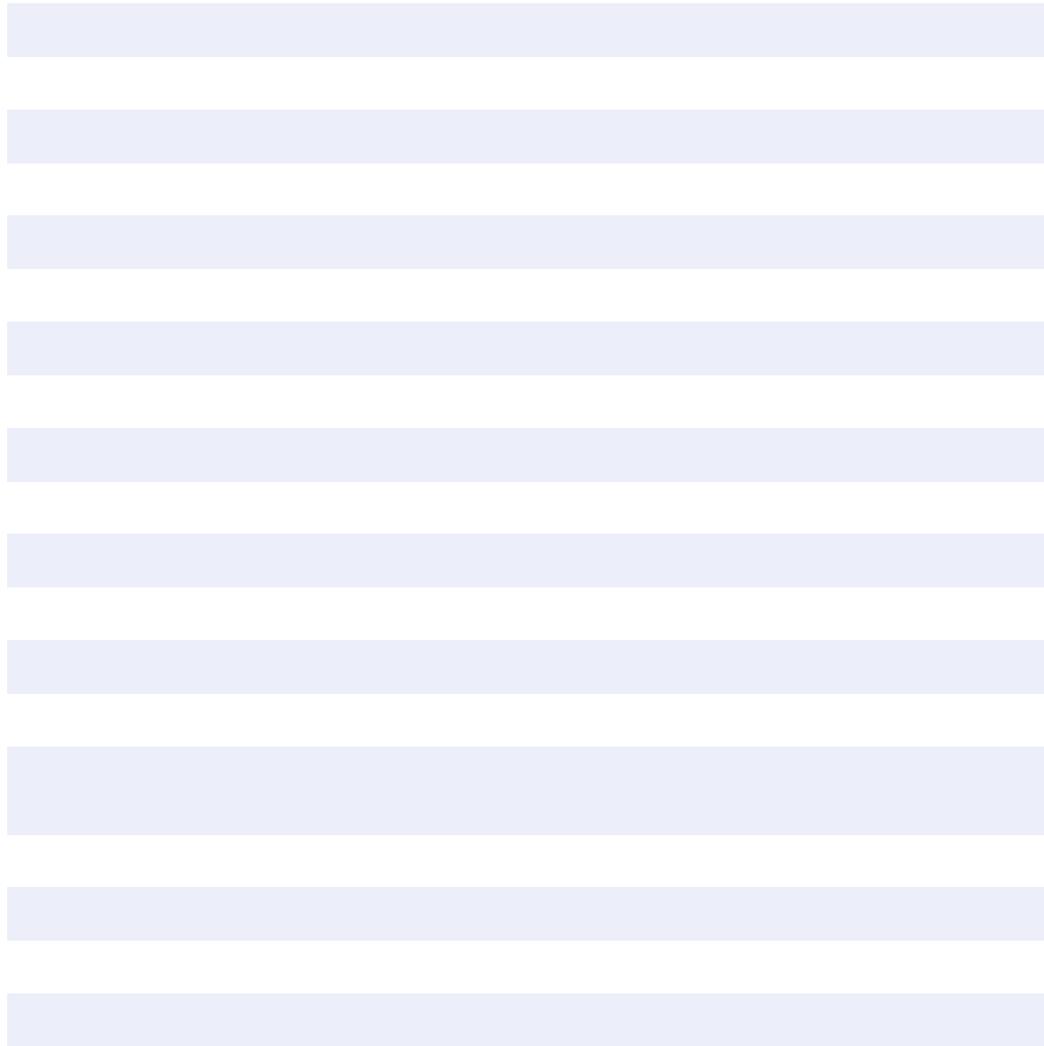
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Citibank	PR	00726		N/A
BBVA Compass	TX	75228		N/A
Citibank	OH	45069	Older American	N/A
Capital One	GA	30342		N/A
Synchrony Financial	NC	28409	Older American	N/A
JPMorgan Chase & Co.	NJ	07856		N/A
Synchrony Financial	FL	33334		N/A
JPMorgan Chase & Co.	CA	93311		N/A
Barclays PLC	CA	94111		N/A
First National Bank of Omaha	FL	33157		N/A
JPMorgan Chase & Co.	NY	14450		N/A
Citibank	PR	00659		N/A
Bank of America	WA	98290		N/A
Citibank	CA	95061		N/A
Capital One	CA	93532		N/A
JPMorgan Chase & Co.	CA	91307	Older American, Servicemember	N/A
Capital One	FL	34747		N/A
Citibank	MD	21842		N/A
U.S. Bancorp	CA	90034		N/A
Citibank	NJ	07078		N/A

Credit Card Complaints

Based on Consumer Complaints

Postal mail	09/09/2013	Closed with monetary relief	Yes	No
Web	09/17/2013	Closed with explanation	Yes	No
Web	09/05/2013	Closed with explanation	Yes	No
Web	08/29/2013	Closed with explanation	Yes	No
Fax	09/03/2013	Closed with monetary relief	Yes	No
Web	08/17/2013	Closed with non-monetary relief	Yes	No
Referral	08/30/2013	Closed with explanation	Yes	No
Web	08/30/2013	Closed with explanation	Yes	Yes
Web	09/05/2013	Closed with explanation	Yes	No
Web	08/25/2013	Closed with explanation	Yes	No
Web	08/18/2013	Closed with non-monetary relief	Yes	Yes
Web	09/09/2013	Closed with non-monetary relief	Yes	No
Web	09/05/2013	Closed with explanation	Yes	No
Web	10/03/2013	Closed with explanation	Yes	No
Phone	08/30/2013	Closed with monetary relief	Yes	No
Web	08/30/2013	Closed with explanation	Yes	No
Web	08/18/2013	Closed with explanation	Yes	No
Postal mail	08/13/2013	Closed with monetary relief	Yes	No
Postal mail	08/30/2013	Closed with non-monetary relief	Yes	No
Phone	09/18/2013	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

509755

531862

516652

509772

508503

494560

509829

509860

517341

503784

494614

517352

517354

516755

510350

510376

493225

487169

510405

530684

Credit Card Complaints

Based on Consumer Complaints

08/30/2013	Credit card
08/30/2013	Credit card
09/17/2013	Credit card
09/17/2013	Credit card
08/12/2013	Credit card
09/06/2013	Credit card
08/19/2013	Credit card
08/30/2013	Credit card
08/12/2013	Credit card
08/30/2013	Credit card
09/11/2013	Credit card
09/06/2013	Credit card
09/06/2013	Credit card
08/30/2013	Credit card
09/17/2013	Credit card
09/12/2013	Credit card
09/06/2013	Credit card
09/17/2013	Credit card
08/30/2013	Credit card
08/30/2013	Credit card
08/30/2013	Credit card

Credit Card Complaints

Based on Consumer Complaints

Closing/Cancelling account

Billing disputes

Billing statement

Credit card protection / Debt protection

Other

Other fee

Advertising and marketing

Credit determination

APR or interest rate

Credit determination

Late fee

Billing disputes

Identity theft / Fraud / Embezzlement

Delinquent account

Credit line increase/decrease

Other

Other

Other

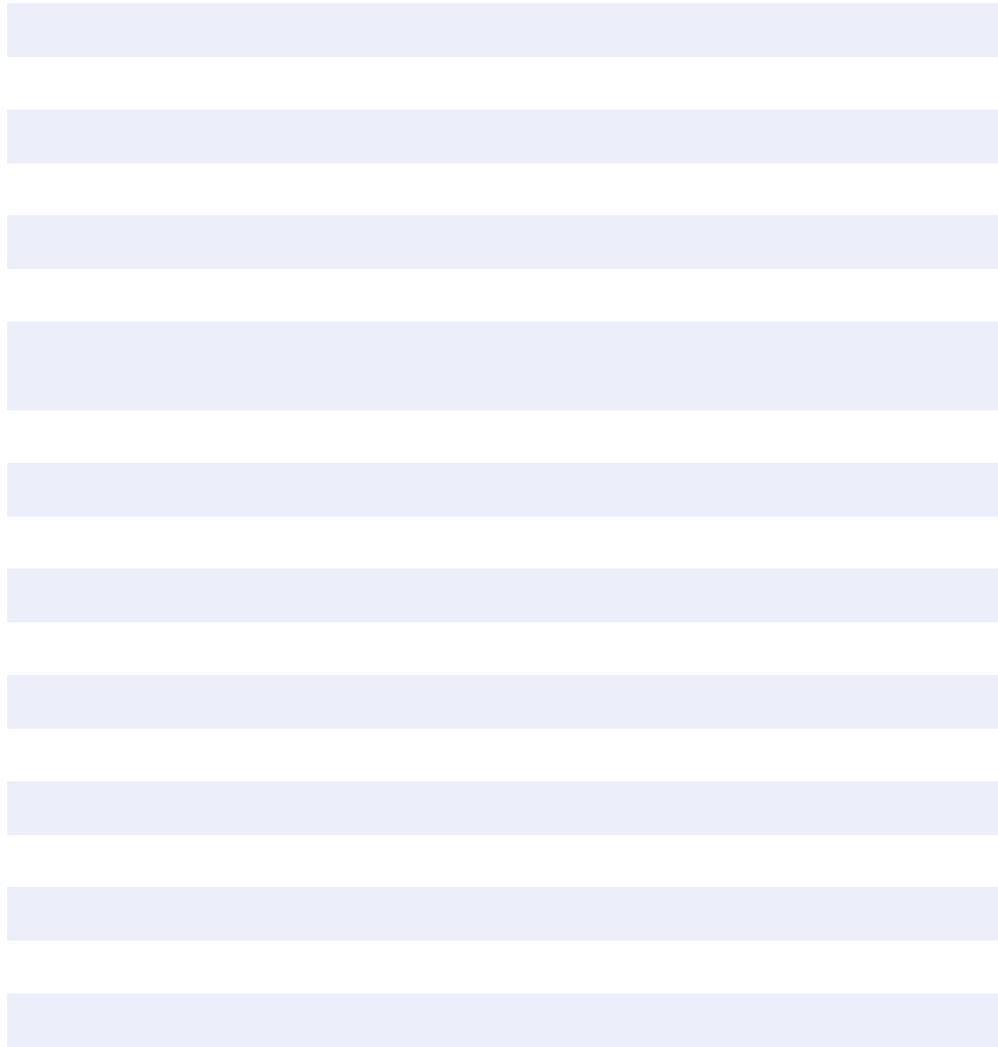
Other

Billing disputes

Billing disputes

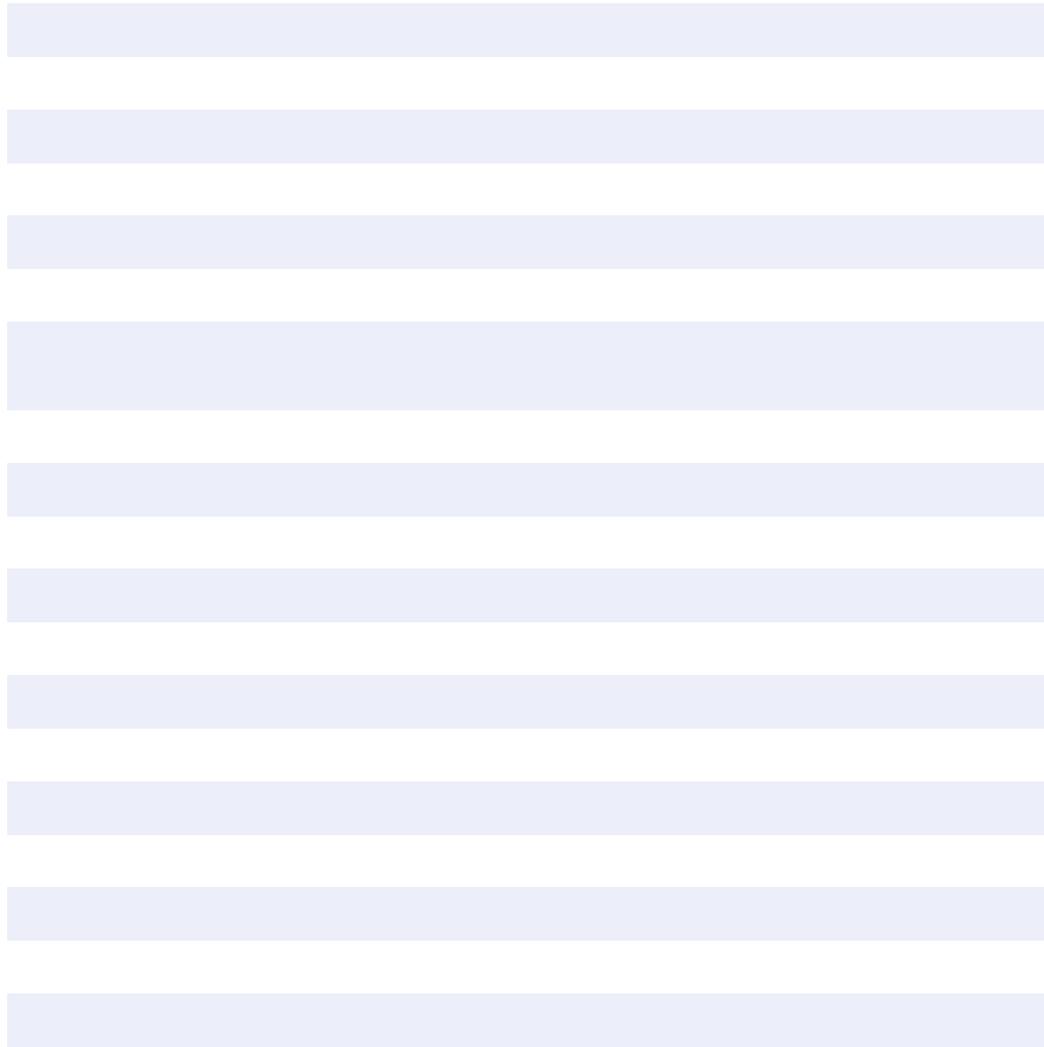
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Citibank	DC	20005		N/A
Synchrony Financial	WA	98390		N/A
Bank of America	LA	71467	Older American	N/A
Capital One	OH	44060		N/A
JPMorgan Chase & Co.	WI	53051	Older American	N/A
Discover	TX	75204		N/A
Capital One	NY	12054		N/A
Synchrony Financial	NY	11791		N/A
JPMorgan Chase & Co.	KY	40356	Older American, Servicemember	N/A
Citizens Financial Group, Inc.	MI	48336		N/A
U.S. Bancorp	CO	80918		N/A
Capital One	TX	76033		N/A
Synchrony Financial	FL	32131		N/A
Citizens Financial Group, Inc.	MI	48317		N/A
Citizens Financial Group, Inc.	MA	01020		N/A
Wells Fargo & Company	DC	20008		N/A
Discover	OH	43201	Older American	N/A
TD Bank US Holding Company	FL	32778		N/A
Capital One	OH	44904		N/A
Bank of America	CA	91606		N/A
Discover	KS	66048		N/A

Credit Card Complaints

Based on Consumer Complaints

Postal mail	08/30/2013	Closed with explanation	Yes	No
Referral	08/30/2013	Closed with explanation	Yes	No
Web	09/17/2013	Closed with explanation	Yes	No
Web	09/17/2013	Closed with explanation	Yes	No
Web	08/12/2013	Closed with explanation	Yes	No
Web	09/09/2013	Closed with monetary relief	Yes	No
Web	08/19/2013	Closed with explanation	Yes	Yes
Postal mail	09/03/2013	Closed with explanation	Yes	Yes
Phone	08/14/2013	Closed with explanation	Yes	No
Postal mail	09/03/2013	Closed with explanation	Yes	No
Web	09/14/2013	Closed with explanation	Yes	No
Web	09/06/2013	Closed with explanation	Yes	Yes
Referral	09/06/2013	Closed with explanation	Yes	No
Web	09/03/2013	Closed with monetary relief	Yes	No
Phone	09/18/2013	Closed with explanation	Yes	No
Referral	09/12/2013	Closed with explanation	Yes	No
Phone	09/06/2013	Closed with explanation	Yes	No
Web	09/18/2013	Closed with monetary relief	Yes	No
Referral	09/03/2013	Closed with monetary relief	Yes	No
Referral	09/03/2013	Closed with non-monetary relief	Yes	No
Referral	09/03/2013	Closed with monetary relief	Yes	No

Credit Card Complaints

Based on Consumer Complaints

510416

510484

531858

531860

487964

518965

495235

510499

488018

510582

524191

517599

517628

510668

530888

525032

517790

531000

510832

510834

509959

Credit Card Complaints

Based on Consumer Complaints

09/11/2013	Credit card
09/06/2013	Credit card
09/06/2013	Credit card
08/19/2013	Credit card
08/19/2013	Credit card
09/17/2013	Credit card
09/06/2013	Credit card
08/19/2013	Credit card
08/19/2013	Credit card
09/06/2013	Credit card
08/19/2013	Credit card
08/19/2013	Credit card
08/30/2013	Credit card
09/12/2013	Credit card
09/12/2013	Credit card
09/12/2013	Credit card
09/06/2013	Credit card
09/18/2013	Credit card
09/18/2013	Credit card
09/06/2013	Credit card
10/01/2013	Credit card
09/06/2013	Credit card

Credit Card Complaints

Based on Consumer Complaints

Privacy

Billing disputes

Billing disputes

Credit line increase/decrease

Arbitration

Identity theft / Fraud / Embezzlement

Other fee

Late fee

Billing disputes

Payoff process

Identity theft / Fraud / Embezzlement

Billing statement

Billing disputes

Identity theft / Fraud / Embezzlement

Closing/Cancelling account

Other

Customer service / Customer relations

Credit line increase/decrease

Application processing delay

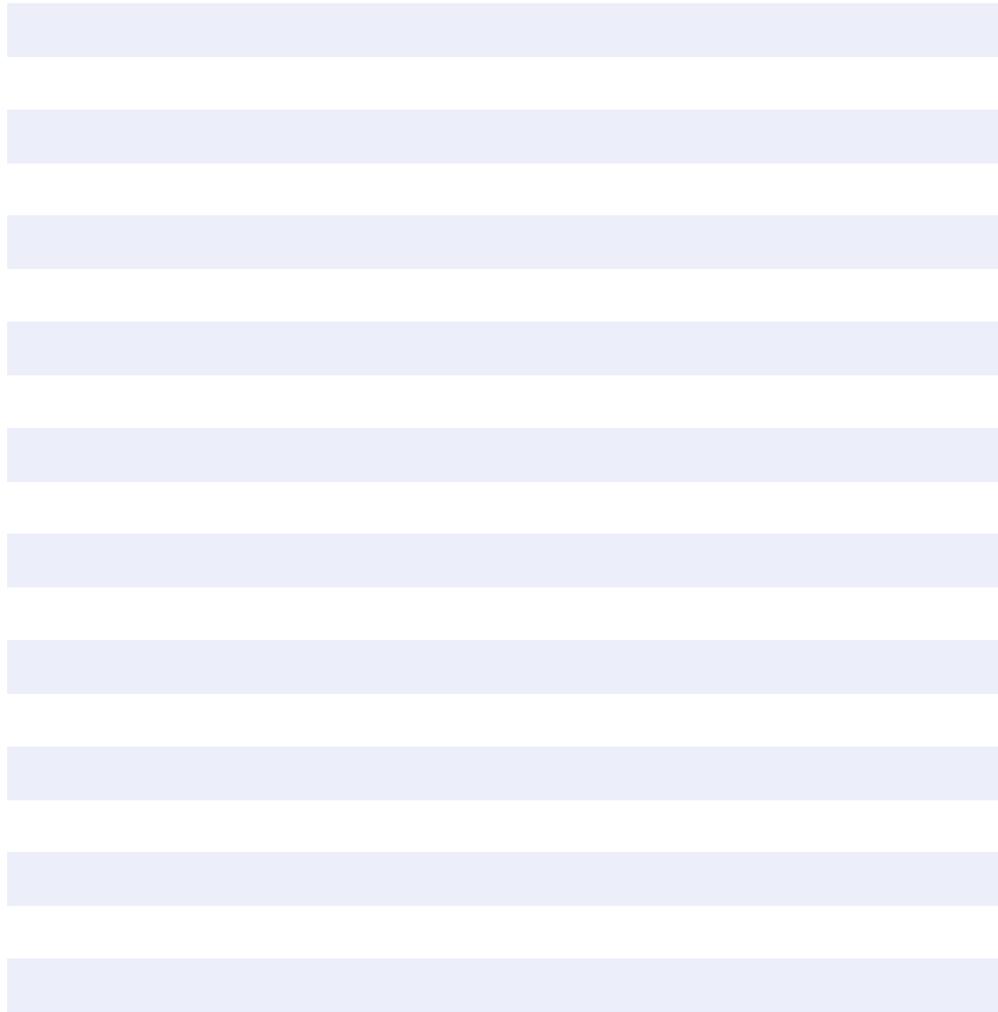
Other

Other fee

Rewards

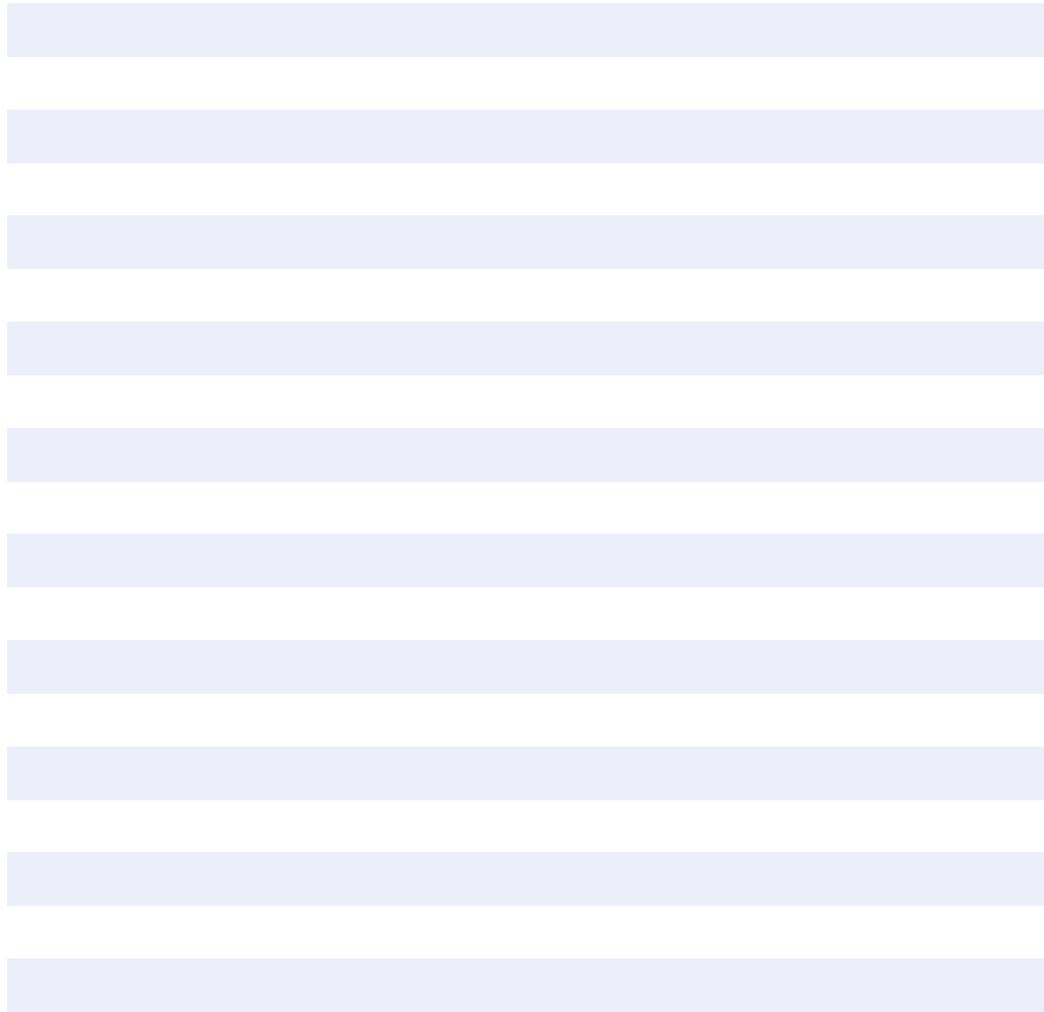
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Capital One	VA	23704		N/A
Discover	MD	21207		N/A
Synchrony Financial	OH	43615		N/A
Citibank	FL	33433		N/A
Bank of America	OK	73170		N/A
Bank of America	FL	32164	Older American	N/A
Capital One	KY	40207		N/A
Amex	KS	67205		N/A
Synchrony Financial	CT	06710		N/A
Navy FCU	CA	92038	Older American	N/A
Barclays PLC	GA	31909	Older American	N/A
Synchrony Financial	CT	06710		N/A
Citibank	MI	48021		N/A
Amex	FL	33634		N/A
Pentagon FCU	MD	20675		N/A
Bank of America	WV	26062		N/A
Citibank	TX	78108		N/A
Citibank	ID	83647		N/A
Wells Fargo & Company	NY	11106		N/A
Bank of America	CA	94595		N/A
Santander Bank US	MA	02360		N/A
Amex	MI	48362		N/A

Credit Card Complaints

Based on Consumer Complaints

Phone	09/12/2013	Closed with explanation	Yes	No
Referral	09/06/2013	Closed with explanation	Yes	No
Referral	09/09/2013	Closed with monetary relief	Yes	No
Referral	08/20/2013	Closed with explanation	Yes	No
Web	08/19/2013	Closed with explanation	Yes	No
Web	09/17/2013	Closed with explanation	Yes	No
Web	09/06/2013	Closed with monetary relief	Yes	No
Web	08/20/2013	Closed with explanation	Yes	No
Web	08/20/2013	Closed with explanation	Yes	Yes
Web	09/09/2013	Closed with explanation	Yes	No
Postal mail	08/21/2013	Closed with explanation	Yes	No
Web	08/19/2013	Closed with explanation	Yes	Yes
Web	09/03/2013	Closed with explanation	Yes	Yes
Web	09/12/2013	Closed with explanation	Yes	No
Email	09/17/2013	Closed with explanation	Yes	No
Referral	09/12/2013	Closed with explanation	Yes	Yes
Web	09/09/2013	Closed with monetary relief	Yes	No
Postal mail	09/18/2013	Closed with explanation	Yes	No
Web	09/18/2013	Closed with explanation	Yes	Yes
Referral	09/09/2013	Closed with explanation	Yes	No
Referral	10/01/2013	Closed	Yes	No
Web	09/06/2013	Closed with explanation	Yes	Yes

Credit Card Complaints

Based on Consumer Complaints

524397

517823

517830

495656

495665

531877

517901

495707

495003

516988

495753

495005

511043

525049

524845

525198

518055

531978

533277

517225

549557

518295

Credit Card Complaints

Based on Consumer Complaints

09/18/2013	Credit card
09/12/2013	Credit card
09/06/2013	Credit card
09/18/2013	Credit card
09/12/2013	Credit card
09/12/2013	Credit card
09/18/2013	Credit card
09/18/2013	Credit card
09/07/2013	Credit card
08/19/2013	Credit card
09/08/2013	Credit card
08/19/2013	Credit card
09/08/2013	Credit card
08/19/2013	Credit card
09/09/2013	Credit card
09/18/2013	Credit card

Credit Card Complaints

Based on Consumer Complaints

APR or interest rate

Closing/Cancelling account

APR or interest rate

Late fee

Credit card protection / Debt protection

Identity theft / Fraud / Embezzlement

Late fee

Credit card protection / Debt protection

Privacy

Other

APR or interest rate

Advertising and marketing

Identity theft / Fraud / Embezzlement

Delinquent account

Billing disputes

Identity theft / Fraud / Embezzlement

Billing disputes

Identity theft / Fraud / Embezzlement

Rewards

Late fee

Other fee

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Amex	FL	33525	Older American	N/A
Citibank	NV	89110		N/A
Wells Fargo & Company	MI	48864		N/A
Citibank	NJ	07060		N/A
USAA Savings	MD	20777	Servicemember	N/A
BBVA Compass	AZ	85249		N/A
Synchrony Financial	NY	11779		N/A
Discover	MD	20886		N/A
U.S. Bancorp	LA	70130		N/A
Synchrony Financial	FL	34982		N/A
U.S. Bancorp	IL	60188		N/A
JPMorgan Chase & Co.	CO	80204		N/A
Liberty Holdings, LLC	CO	81501	Older American	N/A
Citibank	OH	45215		N/A
Citibank	NY	13084		N/A
JPMorgan Chase & Co.	CA	91010		N/A
Capital One	FL	32114		N/A
Barclays PLC	TN	37321		N/A
Citibank	IL	62712		N/A
Citibank	OH	45122		N/A
Citibank	CA	91344		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	09/18/2013	Closed with explanation	Yes	Yes
Web	09/13/2013	Closed with non-monetary relief	Yes	No
Web	09/06/2013	Closed with monetary relief	Yes	No
Web	09/19/2013	Closed with monetary relief	Yes	No
Web	09/14/2013	Closed with monetary relief	Yes	No
Web	09/13/2013	Closed with non-monetary relief	Yes	No
Referral	09/19/2013	Closed with monetary relief	Yes	No
Web	09/18/2013	Closed with monetary relief	Yes	No
Web	09/24/2013	Closed with explanation	Yes	No
Web	09/13/2013	Closed with monetary relief	Yes	No
Web	09/13/2013	Closed with monetary relief	Yes	Yes
Web	09/13/2013	Closed with explanation	Yes	Yes
Web	09/09/2013	Closed with explanation	Yes	No
Web	09/09/2013	Closed with non-monetary relief	Yes	No
Phone	08/21/2013	Closed with monetary relief	Yes	No
Web	09/12/2013	Closed with explanation	Yes	No
Phone	08/21/2013	Closed with explanation	Yes	No
Web	09/13/2013	Closed with monetary relief	Yes	No
Referral	08/21/2013	Closed with explanation	Yes	No
Web	09/13/2013	Closed with explanation	Yes	No
Web	09/18/2013	Closed with monetary relief	Yes	No

Credit Card Complaints

Based on Consumer Complaints

532124

525454

518467

533670

524630

525816

531767

532780

518623

518665

518720

518736

518748

516817

495847

518861

496294

518911

495952

519528

532960

Credit Card Complaints

Based on Consumer Complaints

09/18/2013	Credit card
09/18/2013	Credit card
08/19/2013	Credit card
09/09/2013	Credit card
09/18/2013	Credit card
08/19/2013	Credit card
09/09/2013	Credit card
08/19/2013	Credit card
09/18/2013	Credit card
09/18/2013	Credit card
09/18/2013	Credit card
08/20/2013	Credit card
08/20/2013	Credit card
09/19/2013	Credit card
09/19/2013	Credit card
09/09/2013	Credit card
09/19/2013	Credit card
08/30/2013	Credit card
09/09/2013	Credit card
09/09/2013	Credit card
08/20/2013	Credit card

Credit Card Complaints

Based on Consumer Complaints

Identity theft / Fraud / Embezzlement

Closing/Cancelling account

Closing/Cancelling account

Credit determination

Credit card protection / Debt protection

Billing disputes

Credit determination

Other

Closing/Cancelling account

Closing/Cancelling account

Billing disputes

Other

Other

Cash advance

Credit card protection / Debt protection

Transaction issue

Late fee

Billing disputes

Other fee

Transaction issue

Transaction issue

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Santander Bank US	CA	91786		N/A
Citibank	CA	94555		N/A
Citibank	NY	10312	Older American	N/A
Bank of America	IL	60110		N/A
HSBC North America Holdings Inc.	WI	53091		N/A
Citibank	NY	10471		N/A
Citibank	NV	89403		N/A
PNC Bank N.A.	IN	46236		N/A
PNC Bank N.A.	NJ	08075		N/A
Capital One	NJ	07104		N/A
Citibank	IA	43062		N/A
Amex	CA	93063	Older American	N/A
Citibank	CA	93063	Older American	N/A
Capital One	CA	91604		N/A
Navy FCU	VA	20155	Servicemember	N/A
Citibank	IL	60443		N/A
Amex	VA	20166		N/A
Discover	FL	32250		N/A
Regions Financial Corporation	TN	38112	Older American	N/A
Bank of America	MD	20854		N/A
Barclays PLC	VA	22482	Older American	N/A

Credit Card Complaints

Based on Consumer Complaints

Web	09/19/2013	Closed	Yes	No
Web	09/18/2013	Closed with non-monetary relief	Yes	No
Phone	08/20/2013	Closed with explanation	Yes	No
Postal mail	09/09/2013	Closed with explanation	Yes	Yes
Web	10/25/2013	Closed with explanation	Yes	No
Fax	08/20/2013	Closed with explanation	Yes	No
Postal mail	09/09/2013	Closed with explanation	Yes	No
Referral	08/20/2013	Closed with non-monetary relief	Yes	No
Referral	09/19/2013	Closed with explanation	Yes	No
Web	09/18/2013	Closed with explanation	Yes	No
Phone	09/19/2013	Closed with explanation	Yes	No
Phone	08/20/2013	Closed with explanation	Yes	Yes
Phone	08/20/2013	Closed with explanation	Yes	Yes
Web	09/19/2013	Closed with monetary relief	Yes	No
Web	09/19/2013	Closed with explanation	Yes	No
Web	09/13/2013	Closed with monetary relief	Yes	No
Phone	09/19/2013	Closed with explanation	Yes	Yes
Fax	09/04/2013	Closed with monetary relief	Yes	No
Phone	09/10/2013	Closed	Yes	No
Web	09/13/2013	Closed with non-monetary relief	Yes	No
Postal mail	08/21/2013	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

533001

533021

496117

519683

533108

495129

519729

496231

533158

533165

533174

496805

496806

533850

533861

519896

533754

510131

519967

519969

496694

Credit Card Complaints

Based on Consumer Complaints

09/09/2013	Credit card
09/09/2013	Credit card
09/19/2013	Credit card
09/19/2013	Credit card
09/09/2013	Credit card
08/20/2013	Credit card
09/01/2013	Credit card
08/31/2013	Credit card
08/31/2013	Credit card
08/31/2013	Credit card
09/19/2013	Credit card
09/19/2013	Credit card
09/19/2013	Credit card
09/09/2013	Credit card
09/01/2013	Credit card
09/19/2013	Credit card
09/02/2013	Credit card
09/19/2013	Credit card

Credit Card Complaints

Based on Consumer Complaints

Forbearance / Workout plans

Late fee

Balance transfer

Delinquent account

Credit determination

Rewards

Payoff process

Late fee

Late fee

Identity theft / Fraud / Embezzlement

Credit line increase/decrease

Customer service / Customer relations

Billing statement

Other

Other

Other

Late fee

Late fee

Identity theft / Fraud / Embezzlement

Billing disputes

Transaction issue

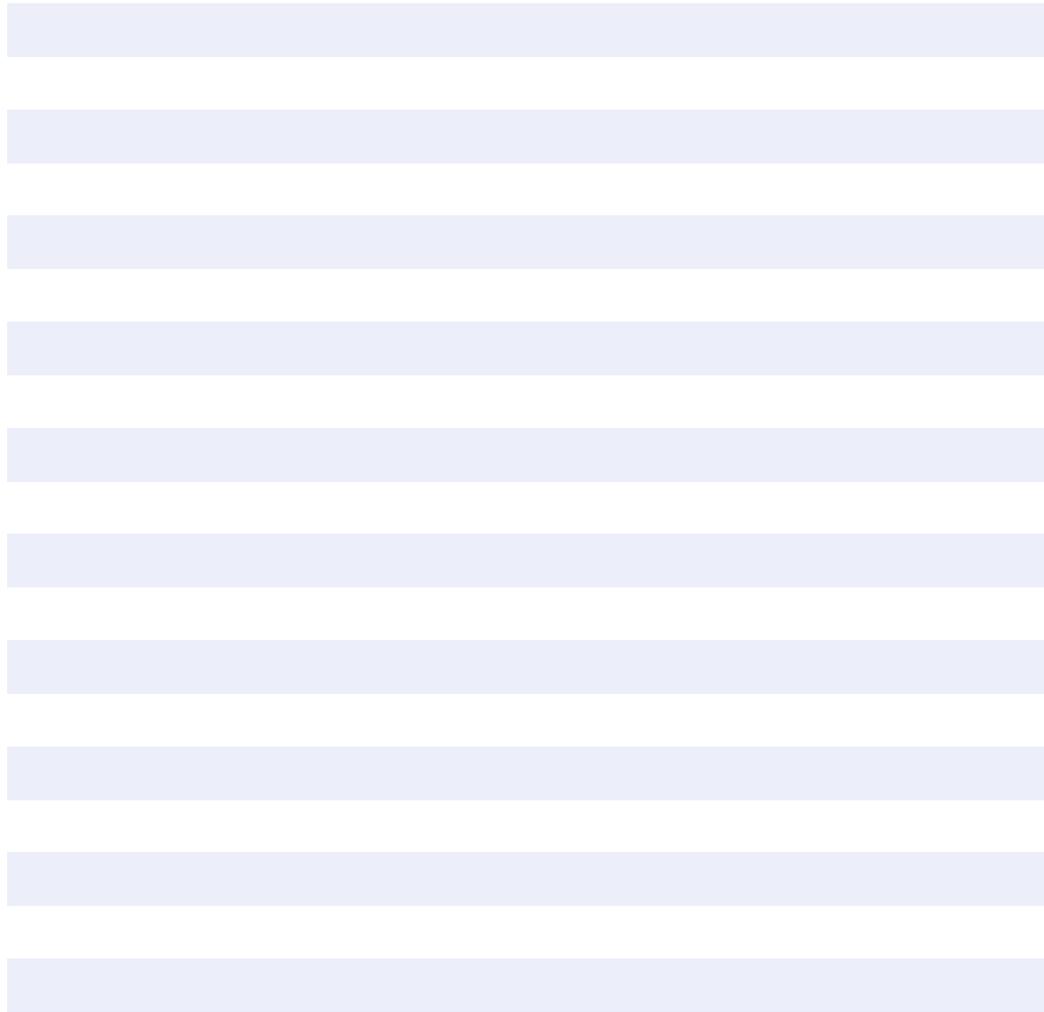
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	IL	60202		N/A
Capital One	CA	91335		N/A
Citibank	NC	27103		N/A
Citibank	WI	53146		N/A
Amex	UT	84032		N/A
Citibank	NY	10023		N/A
Citibank	PA	18704		N/A
Capital One	IL	60143		N/A
Synchrony Financial	IL	62701		N/A
HSBC North America Holdings Inc.	VA	24382		N/A
Synchrony Financial	NV	89706		N/A
Bank of America	FL	34653	Older American	N/A
Synchrony Financial	TN	38060		N/A
Capital One	CA	91214		N/A
Discover	SC	29115		N/A
Discover	FL	34997		N/A
Synchrony Financial	NE	68504		N/A
Barclays PLC	DC	20011		N/A
Barclays PLC	FL	33756		N/A
Synchrony Financial	WA	99207		N/A
Wells Fargo & Company	NY	11233		N/A

Credit Card Complaints

Based on Consumer Complaints

Referral	09/10/2013	Closed with monetary relief	Yes	Yes
Referral	09/10/2013	Closed with monetary relief	Yes	No
Web	09/19/2013	Closed with explanation	Yes	Yes
Web	09/19/2013	Closed with explanation	Yes	Yes
Postal mail	09/10/2013	Closed with explanation	Yes	No
Referral	08/21/2013	Closed with explanation	Yes	Yes
Web	08/31/2013	Closed with monetary relief	Yes	No
Web	08/31/2013	Closed with monetary relief	Yes	No
Web	09/03/2013	Closed with monetary relief	Yes	No
Web	10/16/2013	Closed with explanation	Yes	Yes
Web	09/19/2013	Closed with explanation	Yes	No
Web	09/19/2013	Closed with explanation	Yes	No
Web	09/19/2013	Closed with monetary relief	Yes	No
Web	09/13/2013	Closed with explanation	Yes	No
Web	09/05/2013	Closed with non-monetary relief	Yes	No
Web	09/19/2013	Closed with explanation	Yes	No
Web	09/01/2013	Closed with monetary relief	Yes	No
Web	09/03/2013	Closed with monetary relief	Yes	No
Web	09/03/2013	Closed with monetary relief	Yes	No
Web	09/02/2013	Closed with explanation	Yes	No
Web	09/19/2013	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

520006

519009

534036

534061

520053

497234

511520

511614

511424

511478

534197

534204

534207

520228

509957

534275

512559

512561

512568

512605

535180

Credit Card Complaints

Based on Consumer Complaints

09/09/2013	Credit card
09/02/2013	Credit card
09/19/2013	Credit card
09/03/2013	Credit card
08/20/2013	Credit card
09/09/2013	Credit card
09/19/2013	Credit card
09/09/2013	Credit card
08/26/2013	Credit card
09/09/2013	Credit card
09/03/2013	Credit card
08/26/2013	Credit card
10/08/2013	Credit card
09/19/2013	Credit card
08/20/2013	Credit card
09/19/2013	Credit card
09/19/2013	Credit card
08/20/2013	Credit card
08/20/2013	Credit card
09/19/2013	Credit card

Credit Card Complaints

Based on Consumer Complaints

Other

Transaction issue

Other

Billing disputes

Credit determination

Other fee

Identity theft / Fraud / Embezzlement

Billing disputes

Other fee

Other

Late fee

Customer service / Customer relations

Rewards

Identity theft / Fraud / Embezzlement

Forbearance / Workout plans

Unsolicited issuance of credit card

Application processing delay

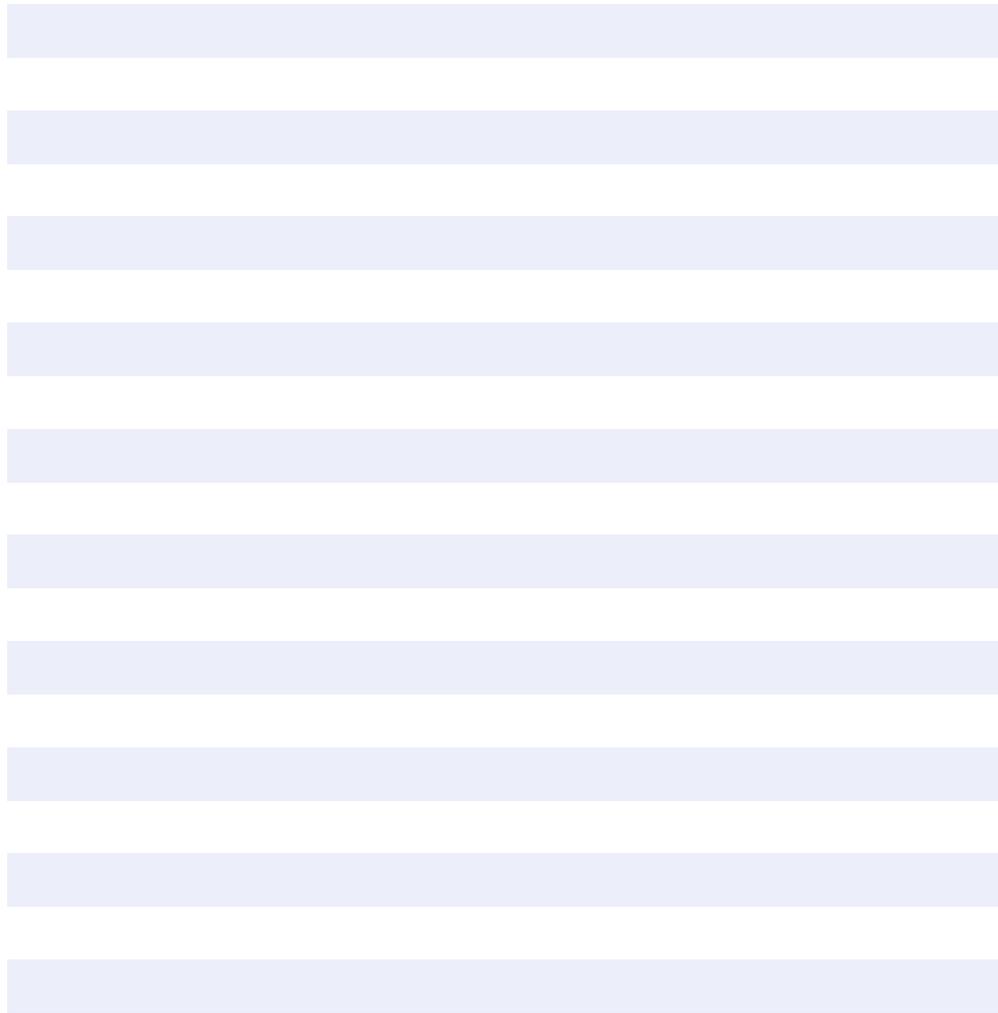
Forbearance / Workout plans

Forbearance / Workout plans

Other

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Citibank	MN	56072	Older American, Servicemember	N/A
JPMorgan Chase & Co.	MA	01604		N/A
JPMorgan Chase & Co.	VA	20152		N/A
Citibank	MD	20817		N/A
Wells Fargo & Company	MD	20814		N/A
Citibank	MN	55110	Servicemember	N/A
Citibank	VA	23111		N/A
Citibank				N/A
Capital One	TN	38116		N/A
Bank of America	MN	55950		N/A
Citibank	PA	15032		N/A
Citibank	CA	95818	Older American	N/A
Amex	NY	11746		N/A
Amex	CT	06371		N/A
JPMorgan Chase & Co.	IL	60608		N/A
Barclays PLC	NC	28273		N/A
Bank of America	CA	91328		N/A
Capital One	AL	35226		N/A
Capital One	AL	35226		N/A
Bank of America	FL	32839		N/A

Credit Card Complaints

Based on Consumer Complaints

Phone	09/10/2013	Closed with monetary relief	Yes	No
Web	09/02/2013	Closed with explanation	Yes	Yes
Web	09/19/2013	Closed with explanation	Yes	Yes
Web	09/03/2013	Closed with monetary relief	Yes	No
Web	08/20/2013	Closed with explanation	Yes	No
Phone	10/02/2013	Closed with monetary relief	Yes	No
Web	09/19/2013	Closed with explanation	Yes	No
Phone	09/10/2013	Closed with explanation	Yes	Yes
Web	08/25/2013	Closed with explanation	Yes	No
Web	09/14/2013	Closed with explanation	Yes	No
Web	09/03/2013	Closed with monetary relief	Yes	No
Web	08/26/2013	Closed with explanation	Yes	No
Web	10/09/2013	Closed with explanation	Yes	No
Referral	09/20/2013	Closed with explanation	Yes	No
Web	08/20/2013	Closed with explanation	Yes	Yes
Referral	09/20/2013	Closed with explanation	Yes	No
Referral	09/20/2013	Closed with explanation	Yes	No
Web	08/20/2013	Closed with explanation	Yes	Yes
Web	08/22/2013	Closed with explanation	Yes	No
Web	09/19/2013	Closed with explanation	Yes	Yes

Credit Card Complaints

Based on Consumer Complaints

520331

512644

535240

512689

497335

520392

534531

520522

508141

520602

514893

503931

555344

534724

496574

534789

535249

496672

496674

534824

Credit Card Complaints

Based on Consumer Complaints

08/20/2013	Credit card
08/26/2013	Credit card
08/20/2013	Credit card
08/20/2013	Credit card
09/03/2013	Credit card
08/20/2013	Credit card
09/12/2013	Credit card
09/19/2013	Credit card
08/21/2013	Credit card
09/12/2013	Credit card
09/19/2013	Credit card
09/19/2013	Credit card
11/04/2013	Credit card
08/26/2013	Credit card
08/26/2013	Credit card
08/21/2013	Credit card
09/20/2013	Credit card
09/13/2013	Credit card
09/13/2013	Credit card
09/03/2013	Credit card
09/30/2013	Credit card
08/26/2013	Credit card

Credit Card Complaints

Based on Consumer Complaints

Other fee

Billing disputes

Other

Customer service / Customer relations

Other fee

Delinquent account

Bankruptcy

Customer service / Customer relations

Other fee

Bankruptcy

Other

Billing disputes

Late fee

Billing disputes

Late fee

Other fee

Billing disputes

Identity theft / Fraud / Embezzlement

Advertising and marketing

Unsolicited issuance of credit card

Billing disputes

Transaction issue

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Capital One	NV	89109		N/A
Citibank	NJ	08872		N/A
U.S. Bancorp	AL	35226		N/A
Discover	AR	72143		N/A
Citibank	CO	80302		N/A
Capital One	IL	60202		N/A
Bank of America	TX	77568		N/A
Capital One	CA	91780		N/A
Amex	IL	60661		N/A
Wells Fargo & Company	TX	77568		N/A
Amex	CA	90066		N/A
Citibank	NJ	07407		N/A
Capital One	TX	79110		N/A
Citibank	NJ	08720		N/A
Citibank	CA	92109	Older American	N/A
Capital One	MA	01905		N/A
Synchrony Financial	NJ	07981		N/A
Synchrony Financial	NC	28372		N/A
Citibank	CA	94087		N/A
Citibank	OR	97526	Older American	N/A
JPMorgan Chase & Co.	CA	92886		N/A
Barclays PLC	ME	04043		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	08/20/2013	Closed with explanation	Yes	No
Referral	10/03/2013	Closed with explanation	Yes	No
Web	08/22/2013	Closed with explanation	Yes	Yes
Web	08/20/2013	Closed with non-monetary relief	Yes	No
Web	09/03/2013	Closed with monetary relief	Yes	No
Web	08/22/2013	Closed with explanation	Yes	No
Phone	09/13/2013	Closed with explanation	Yes	No
Phone	09/20/2013	Closed with explanation	Yes	No
Web	08/20/2013	Closed with explanation	Yes	No
Phone	09/13/2013	Closed with explanation	Yes	No
Referral	09/20/2013	Closed with non-monetary relief	Yes	No
Referral	09/20/2013	Closed with monetary relief	Yes	No
Web	11/03/2013	Closed with explanation	Yes	No
Phone	08/26/2013	Closed with explanation	Yes	No
Web	08/26/2013	Closed with monetary relief	Yes	No
Phone	08/22/2013	Closed with monetary relief	Yes	No
Web	10/08/2013	Closed with explanation	Yes	No
Web	09/15/2013	Closed with explanation	Yes	No
Web	09/13/2013	Closed with explanation	Yes	Yes
Postal mail	09/04/2013	Closed with non-monetary relief	Yes	No
Web	09/30/2013	Closed with explanation	Yes	No
Web	08/26/2013	Closed with monetary relief	Yes	Yes

Credit Card Complaints

Based on Consumer Complaints

497624

504631

496677

497639

513153

496614

526089

535036

498251

526091

535080

535087

583426

503975

504299

499447

535697

527128

527161

511977

548007

504442

Credit Card Complaints

Based on Consumer Complaints

08/26/2013	Credit card
08/26/2013	Credit card
09/30/2013	Credit card
08/26/2013	Credit card
08/26/2013	Credit card
09/03/2013	Credit card
08/26/2013	Credit card
09/30/2013	Credit card
09/04/2013	Credit card
09/04/2013	Credit card
09/16/2013	Credit card
09/30/2013	Credit card
09/24/2013	Credit card
09/13/2013	Credit card
09/13/2013	Credit card
08/26/2013	Credit card
09/24/2013	Credit card
02/28/2014	Credit card
08/27/2013	Credit card
09/13/2013	Credit card
08/27/2013	Credit card

Credit Card Complaints

Based on Consumer Complaints

Customer service / Customer relations

Other

Billing disputes

Billing statement

Advertising and marketing

Other

Customer service / Customer relations

Unsolicited issuance of credit card

Identity theft / Fraud / Embezzlement

Identity theft / Fraud / Embezzlement

Billing statement

Billing disputes

Customer service / Customer relations

Forbearance / Workout plans

Other

Billing disputes

Late fee

Bankruptcy

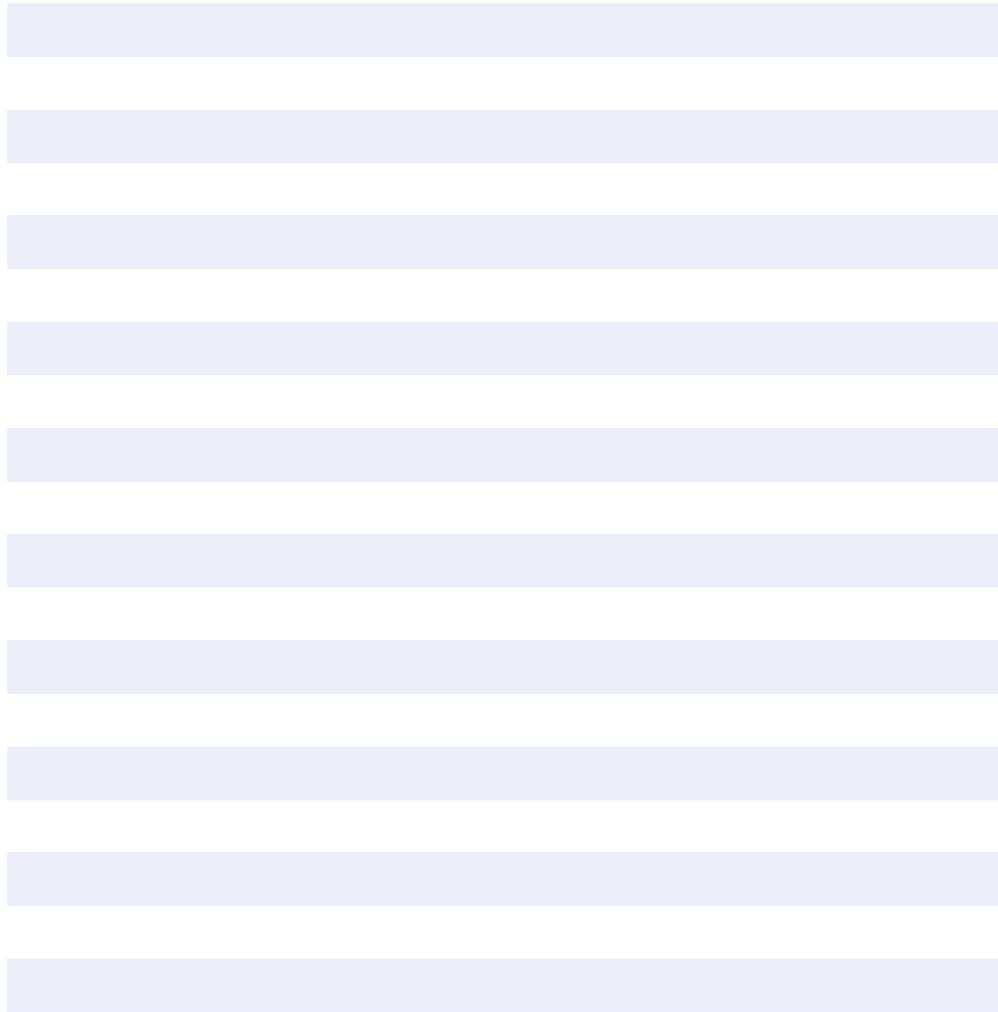
Customer service / Customer relations

Unsolicited issuance of credit card

Overlimit fee

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	OH	43050	Older American	N/A
Capital One	CA	94551		N/A
USAA Savings	PA	15044		N/A
Capital One	MD	21703		N/A
Discover	MA	01810		N/A
Fifth Third Financial Corporation	FL	34786		N/A
Bank of America	NY	10128		N/A
Bank of America	GA	31707		N/A
JPMorgan Chase & Co.	NJ	07064		N/A
Citibank	NJ	07064		N/A
Synchrony Financial	CA	95356		N/A
Synchrony Financial	MD	20650		N/A
Amex	MN	55342		N/A
JPMorgan Chase & Co.	AZ	85711		N/A
Synchrony Financial	SC	29853		N/A
Regions Financial Corporation	TN	37075		N/A
Capital One	OH	44601		N/A
JPMorgan Chase & Co.	IL	60181		N/A
Capital One	CA	90028		N/A
BBVA Compass	FL	32224		N/A
Capital One	TX	77304		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	08/30/2013	Closed with explanation	Yes	No
Web	08/26/2013	Closed with explanation	Yes	No
Web	10/24/2013	Closed with explanation	Yes	Yes
Phone	08/27/2013	Closed with non-monetary relief	Yes	No
Web	08/26/2013	Closed with explanation	Yes	Yes
Referral	09/05/2013	Closed with explanation	Yes	No
Web	08/26/2013	Closed with explanation	Yes	No
Phone	10/01/2013	Closed with explanation	Yes	No
Postal mail	09/05/2013	Closed with non-monetary relief	Yes	No
Postal mail	09/05/2013	Closed with explanation	Yes	No
Referral	09/18/2013	Closed with explanation	Yes	No
Phone	10/01/2013	Closed with monetary relief	Yes	No
Web	09/25/2013	Closed with explanation	Yes	No
Referral	09/16/2013	Closed with explanation	Yes	No
Web	09/15/2013	Closed with explanation	Yes	No
Referral	08/28/2013	Closed with monetary relief	Yes	No
Fax	09/25/2013	Closed with monetary relief	Yes	No
Web	02/28/2014	Closed with explanation	Yes	No
Web	08/26/2013	Closed with explanation	Yes	No
Referral	09/16/2013	Closed with explanation	Yes	No
Web	08/26/2013	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

504484

504512

548074

501616

504542

513644

504555

548192

513764

513765

529970

548367

540439

527593

527632

504895

541250

736921

504970

527886

504976

Credit Card Complaints

Based on Consumer Complaints

10/01/2013	Credit card
10/01/2013	Credit card
10/01/2013	Credit card
09/24/2013	Credit card
10/01/2013	Credit card
09/24/2013	Credit card
08/27/2013	Credit card
09/25/2013	Credit card
09/13/2013	Credit card
10/01/2013	Credit card
08/27/2013	Credit card
09/14/2013	Credit card
09/14/2013	Credit card
09/14/2013	Credit card
09/04/2013	Credit card
10/01/2013	Credit card
10/01/2013	Credit card
10/01/2013	Credit card
03/22/2014	Credit card
10/01/2013	Credit card
09/14/2013	Credit card

Credit Card Complaints

Based on Consumer Complaints

Other

Customer service / Customer relations

Customer service / Customer relations

Identity theft / Fraud / Embezzlement

Transaction issue

Other fee

Billing statement

Identity theft / Fraud / Embezzlement

Identity theft / Fraud / Embezzlement

Bankruptcy

Balance transfer

Other

APR or interest rate

Billing disputes

Identity theft / Fraud / Embezzlement

Other

Identity theft / Fraud / Embezzlement

Identity theft / Fraud / Embezzlement

Billing disputes

Billing disputes

Customer service / Customer relations

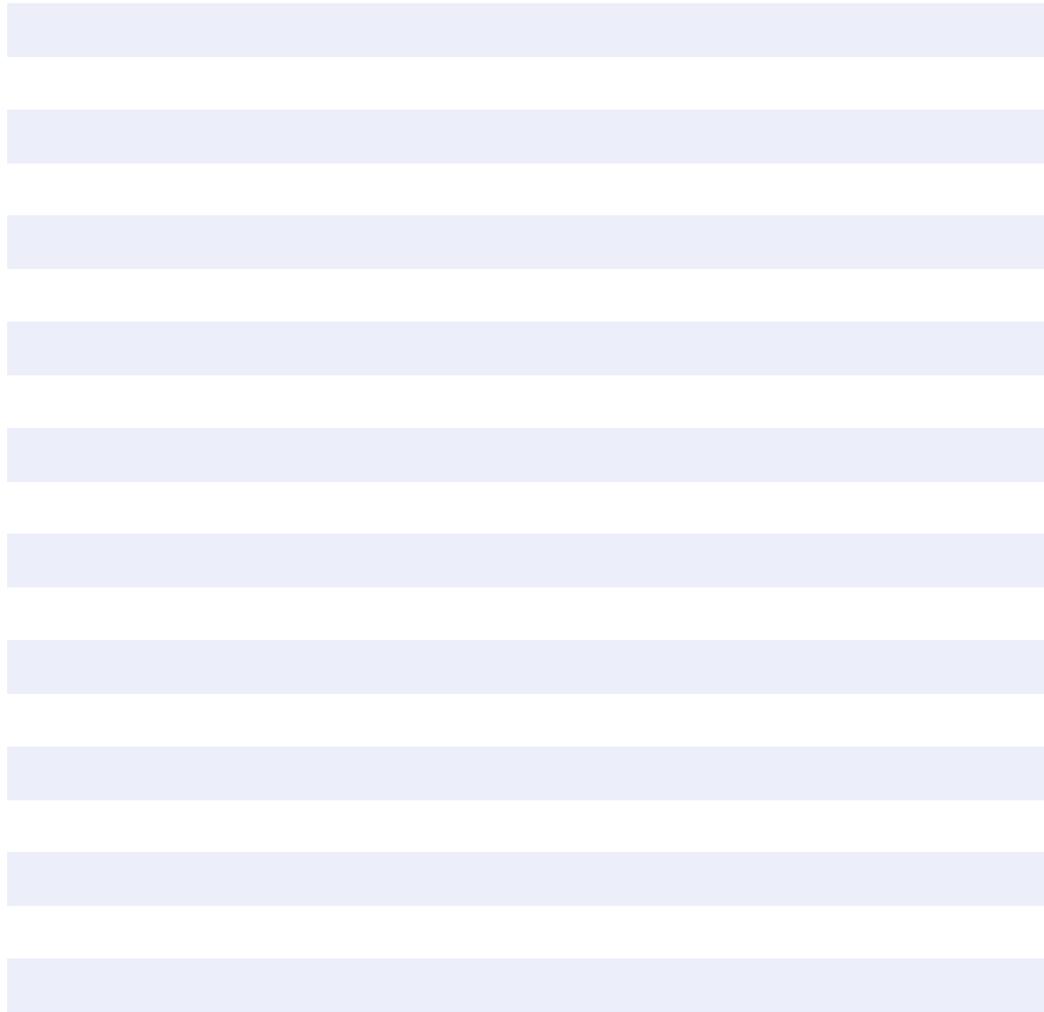
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Capital One	TX	77074		N/A
Citibank	AZ	85202		N/A
Citibank	MD	21228		N/A
U.S. Bancorp	UT	84103		N/A
Capital One	PA	19348		N/A
Citibank	VA	23231		N/A
Amex	MA	02472		N/A
Discover	CA	91343		N/A
Capital One	FL	33021		N/A
Capital One	NY	14223		N/A
Citibank	CA	93436		N/A
JPMorgan Chase & Co.	AP	96555		N/A
Barclays PLC	NM	87106		N/A
Synchrony Financial	FL	33326		N/A
JPMorgan Chase & Co.	FL	33408		N/A
Citibank	WA	98059		N/A
Bank of America	FL	33433	Older American	N/A
Bank of America	FL	33433	Older American	N/A
Bank of America	FL	33028		N/A
State Farm Bank	MO	63123		N/A
First National Bank of Omaha	CA	94109		N/A

Credit Card Complaints

Based on Consumer Complaints

Postal mail	10/01/2013	Closed with non-monetary relief	Yes	No
Web	09/30/2013	Closed with explanation	Yes	No
Web	09/30/2013	Closed with explanation	Yes	No
Web	09/24/2013	Closed with explanation	Yes	No
Web	10/01/2013	Closed with monetary relief	Yes	No
Web	09/24/2013	Closed with monetary relief	Yes	No
Web	08/27/2013	Closed with explanation	Yes	Yes
Postal mail	09/25/2013	Closed with explanation	Yes	No
Referral	09/17/2013	Closed with explanation	Yes	No
Web	10/01/2013	Closed with explanation	Yes	Yes
Web	08/27/2013	Closed with monetary relief	Yes	No
Web	09/16/2013	Closed with explanation	Yes	No
Web	09/17/2013	Closed with explanation	Yes	No
Web	09/17/2013	Closed with monetary relief	Yes	No
Referral	09/05/2013	Closed with explanation	Yes	Yes
Referral	10/02/2013	Closed with monetary relief	Yes	No
Web	10/02/2013	Closed with explanation	Yes	Yes
Web	10/02/2013	Closed with explanation	Yes	Yes
Web	03/28/2014	Closed with explanation	Yes	No
Web	10/01/2013	Closed with explanation	Yes	No
Web	09/16/2013	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

549189

549212

549225

540700

549278

540779

508116

541472

528183

549533

505494

526245

526247

526639

514226

549718

549949

549954

773398

549673

526360

Credit Card Complaints

Based on Consumer Complaints

09/14/2013 Credit card

09/25/2013 Credit card

09/25/2013 Credit card

09/26/2013 Credit card

09/15/2013 Credit card

10/01/2013 Credit card

09/15/2013 Credit card

09/15/2013 Credit card

09/15/2013 Credit card

10/01/2013 Credit card

10/01/2013 Credit card

09/15/2013 Credit card

09/15/2013 Credit card

10/01/2013 Credit card

10/02/2013 Credit card

10/02/2013 Credit card

10/02/2013 Credit card

09/16/2013 Credit card

09/16/2013 Credit card

09/16/2013 Credit card

Credit Card Complaints

Based on Consumer Complaints

Balance transfer

Other

Other

Billing disputes

Billing statement

Identity theft / Fraud / Embezzlement

Other

Credit determination

Convenience checks

Billing disputes

Customer service / Customer relations

Privacy

Transaction issue

Closing/Cancelling account

Rewards

APR or interest rate

Other

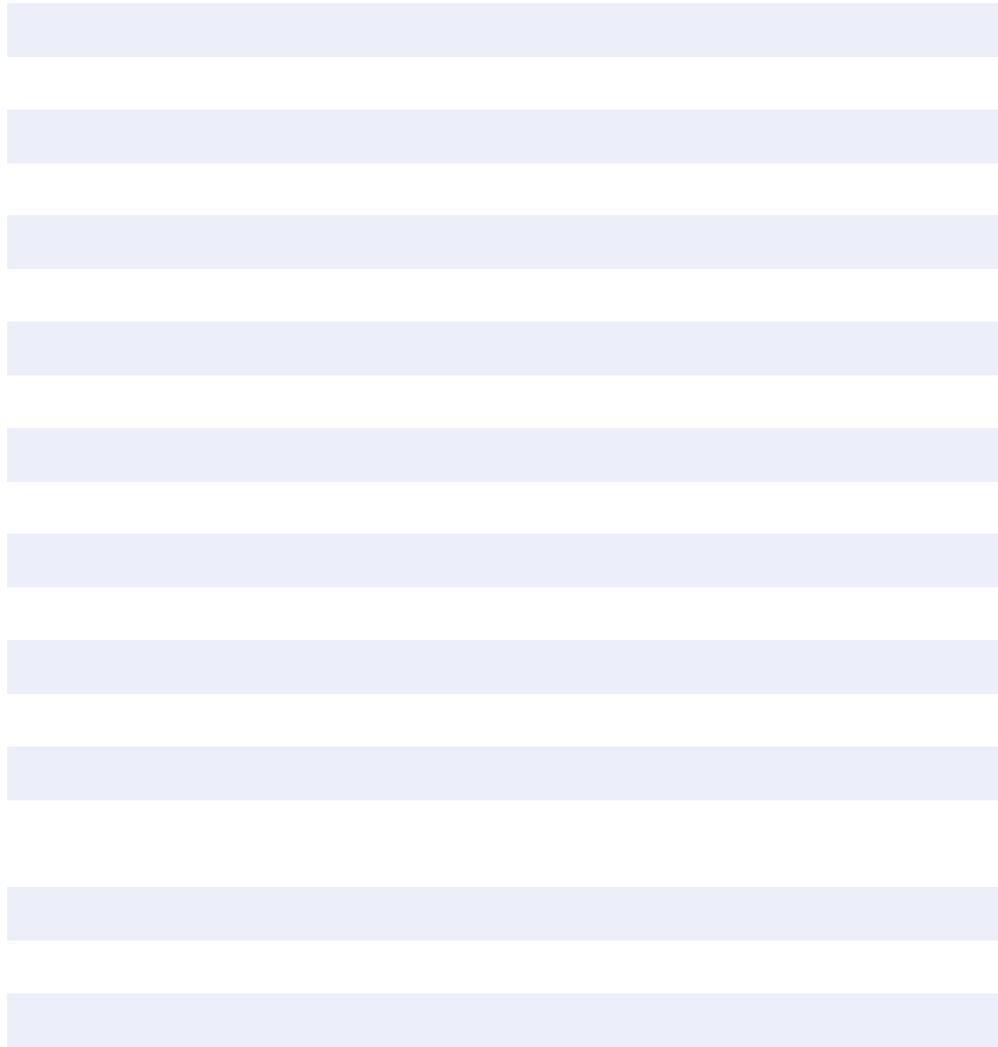
Forbearance / Workout plans

APR or interest rate

Customer service / Customer relations

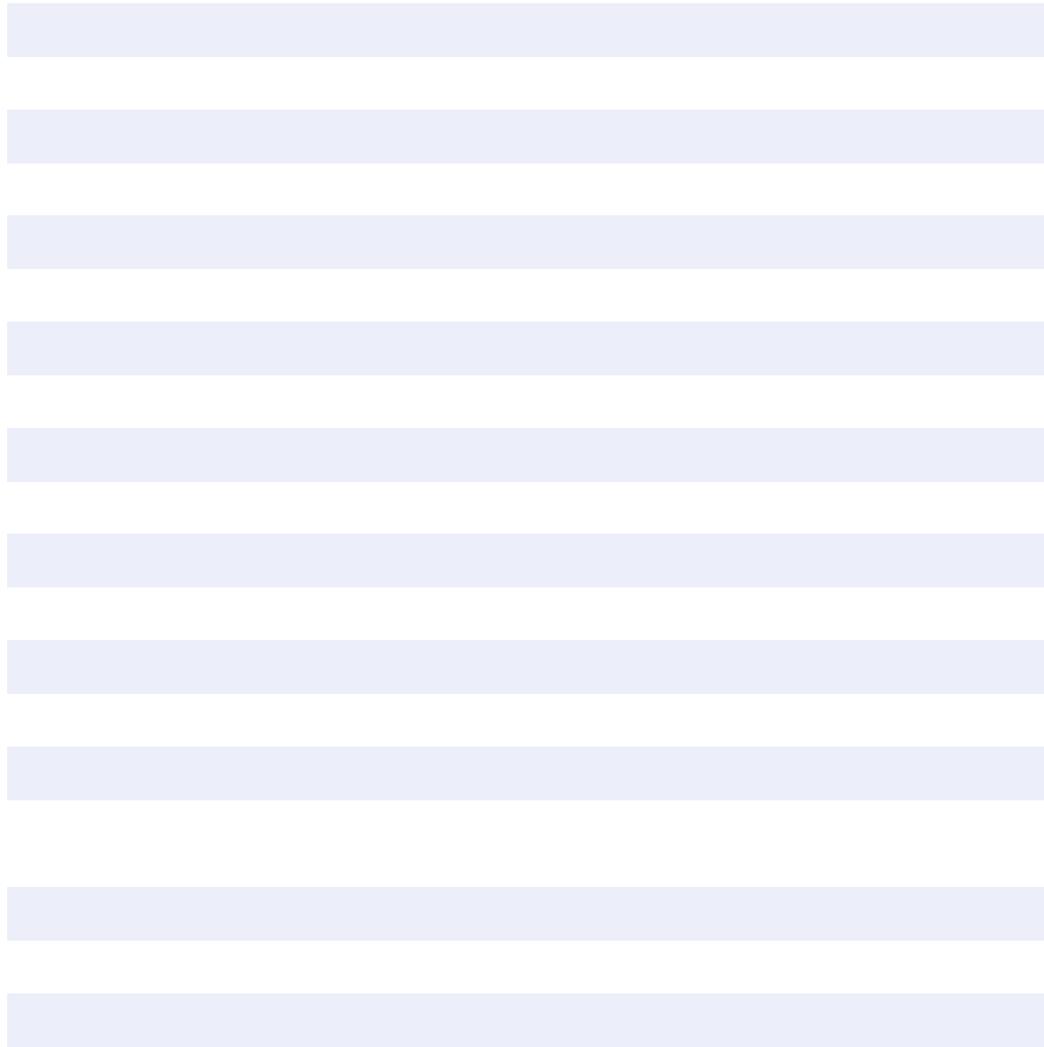
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	CA	92128		N/A
Citibank	NY	89120		N/A
Wells Fargo & Company	PA	17112		N/A
JPMorgan Chase & Co.	FL	33165	Older American	N/A
Amex	MI	49426		N/A
PNC Bank N.A.	FL	33433	Older American	N/A
Citibank	DE	19971		N/A
Citibank	SC	29316		N/A
PNC Bank N.A.	OH	44087	Older American	N/A
Amex	MA	02493	Older American	N/A
Capital One	AZ	85032		N/A
Discover	TX	76028		N/A
Citibank	FL	33177		N/A
Amex	NY	11580	Older American	N/A
Amex	NY	11210		N/A
Citibank	IL	60177		N/A
Synchrony Financial	CT	06514	Older American, Servicemember	N/A
JPMorgan Chase & Co.	MI	48076		N/A
JPMorgan Chase & Co.	NY	10901		N/A
Amex	OK	74868	Servicemember	N/A

Credit Card Complaints

Based on Consumer Complaints

Web	09/17/2013	Closed with explanation	Yes	No
Web	09/25/2013	Closed with explanation	Yes	Yes
Phone	09/26/2013	Closed	Yes	Yes
Web	10/07/2013	Closed with non-monetary relief	Yes	No
Web	09/30/2013	Closed with non-monetary relief	Yes	No
Web	10/02/2013	Closed with non-monetary relief	Yes	No
Web	09/16/2013	Closed with non-monetary relief	Yes	No
Web	09/17/2013	Closed with non-monetary relief	Yes	No
Web	09/17/2013	Closed with monetary relief	Yes	No
Postal mail	10/02/2013	Closed with explanation	Yes	No
Referral	10/02/2013	Closed with monetary relief	Yes	No
Web	09/17/2013	Closed with non-monetary relief	Yes	No
Web	09/16/2013	Closed with explanation	Yes	No
Web	10/21/2013	Closed with explanation	Yes	No
Web	10/02/2013	Closed with explanation	Yes	No
Web	10/01/2013	Closed with explanation	Yes	No
Web	10/01/2013	Closed with explanation	Yes	Yes
Phone	09/17/2013	Closed with explanation	Yes	No
Web	09/17/2013	Closed with explanation	Yes	Yes
Phone	09/18/2013	Closed with monetary relief	Yes	No

Credit Card Complaints

Based on Consumer Complaints

526571

541749

541751

543150

526439

549963

526457

526490

526495

549985

549797

526511

526522

549819

550842

550399

550401

528442

530032

528509

Credit Card Complaints

Based on Consumer Complaints

10/02/2013	Credit card
10/02/2013	Credit card
09/04/2013	Credit card
09/16/2013	Credit card
09/16/2013	Credit card
09/16/2013	Credit card
09/26/2013	Credit card
09/16/2013	Credit card
09/04/2013	Credit card
08/27/2013	Credit card
09/16/2013	Credit card
09/16/2013	Credit card
09/23/2013	Credit card
09/10/2013	Credit card
09/10/2013	Credit card
03/27/2014	Credit card
10/12/2013	Credit card
10/12/2013	Credit card
09/16/2013	Credit card
10/12/2013	Credit card
10/12/2013	Credit card
10/12/2013	Credit card

Credit Card Complaints

Based on Consumer Complaints

Other

Credit card protection / Debt protection

Credit card protection / Debt protection

Billing disputes

Payoff process

Credit line increase/decrease

Other

Cash advance

Transaction issue

Billing statement

Closing/Cancelling account

Privacy

Credit line increase/decrease

Forbearance / Workout plans

Billing disputes

Delinquent account

Customer service / Customer relations

Closing/Cancelling account

Credit determination

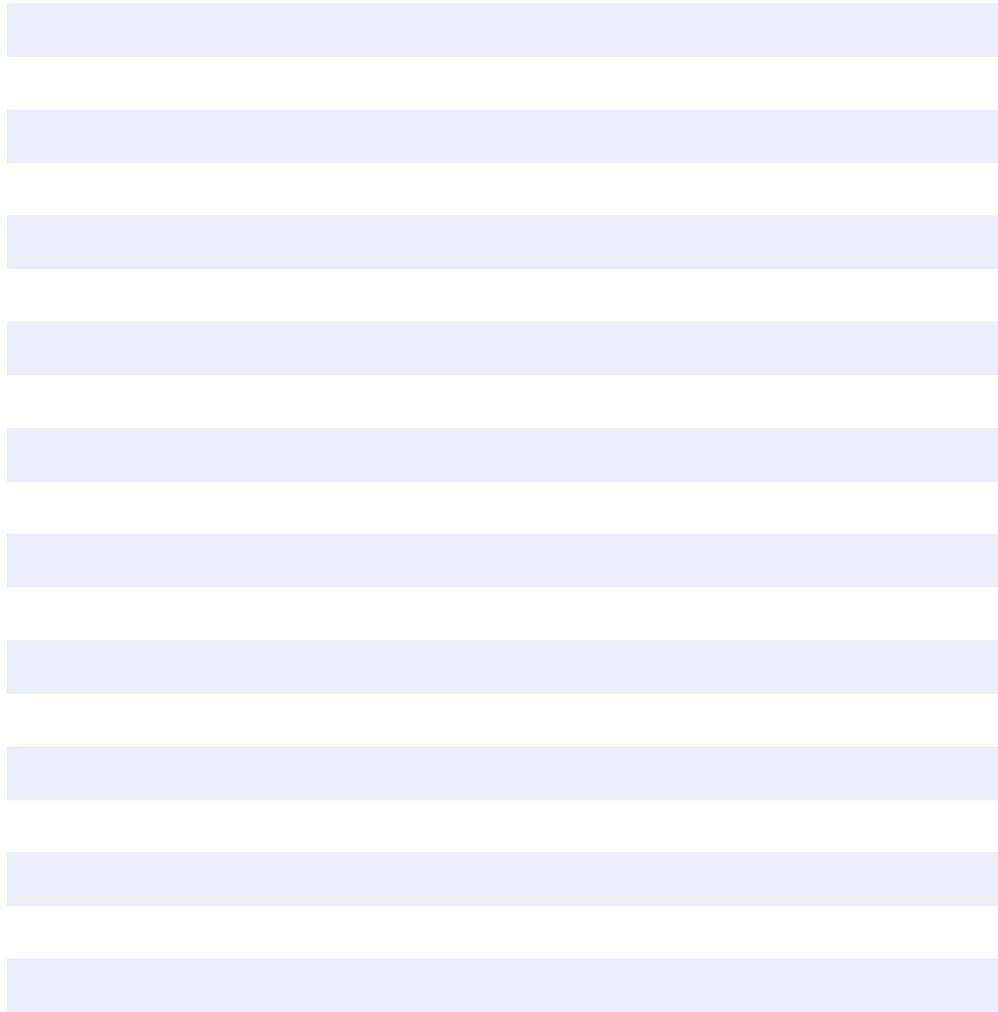
Late fee

Late fee

Billing statement

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Capital One	CA	92154		N/A
HSBC North America Holdings Inc.				N/A
Citibank	IA	52172		N/A
JPMorgan Chase & Co.	MN	56258		N/A
Bank of America	CA	92240		N/A
Amex	MD	20721		N/A
Citibank	NJ	08081		N/A
Citibank	CA	91730		N/A
Capital One	GA	30117	Older American	N/A
Citibank	OR	97123		N/A
Wells Fargo & Company	CA	91007		N/A
Capital One	MA	01036		N/A
Citibank	TX	75204		N/A
Capital One	OH	43065		N/A
Citibank	FL	32259		N/A
Citibank	MA	02779		N/A
Barclays PLC	MD	20854		N/A
Pentagon FCU	HI	96706	Servicemember	N/A
Wells Fargo & Company	TX	75115	Older American	N/A
Capital One	IN	46226	Older American	N/A
Amex	VA	23221		N/A
Synchrony Financial	RI	02831		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	10/02/2013	Closed with explanation	Yes	No
Web	10/02/2013	Closed with explanation	Yes	Yes
Web	09/04/2013	Closed with explanation	Yes	No
Web	09/17/2013	Closed with explanation	Yes	No
Referral	09/18/2013	Closed with explanation	Yes	No
Postal mail	09/17/2013	Closed with explanation	Yes	No
Web	09/26/2013	Closed with explanation	Yes	Yes
Web	09/17/2013	Closed with monetary relief	Yes	No
Web	09/04/2013	Closed with explanation	Yes	No
Web	08/28/2013	Closed with explanation	Yes	No
Web	09/17/2013	Closed with explanation	Yes	Yes
Web	09/17/2013	Closed with explanation	Yes	No
Web	09/23/2013	Closed with non-monetary relief	Yes	No
Web	09/14/2013	Closed with monetary relief	Yes	No
Web	09/14/2013	Closed with explanation	Yes	No
Web	04/03/2014	Closed with explanation	Yes	Yes
Web	10/15/2013	Closed with explanation	Yes	Yes
Web	10/12/2013	Closed with monetary relief	Yes	No
Phone	09/17/2013	Closed with explanation	Yes	Yes
Web	10/15/2013	Closed with monetary relief	Yes	No
Web	10/12/2013	Closed with monetary relief	Yes	Yes
Web	11/14/2013	Closed with non-monetary relief	Yes	No

Credit Card Complaints

Based on Consumer Complaints

550498

550273

514228

528662

528722

529493

543809

528877

514411

505546

528925

528921

539353

521375

520825

780681

558293

558301

529002

558318

558331

558345

Credit Card Complaints

Based on Consumer Complaints

09/20/2013	Credit card
09/20/2013	Credit card
09/10/2013	Credit card
09/16/2013	Credit card
10/13/2013	Credit card
10/13/2013	Credit card
10/13/2013	Credit card
10/14/2013	Credit card
10/14/2013	Credit card
09/10/2013	Credit card
09/16/2013	Credit card
09/04/2013	Credit card
08/27/2013	Credit card
08/27/2013	Credit card
10/14/2013	Credit card
09/26/2013	Credit card
09/20/2013	Credit card
09/26/2013	Credit card
09/10/2013	Credit card
09/26/2013	Credit card
10/14/2013	Credit card

Credit Card Complaints

Based on Consumer Complaints

Identity theft / Fraud / Embezzlement

Billing disputes

Credit line increase/decrease

Other

APR or interest rate

Billing disputes

Customer service / Customer relations

Identity theft / Fraud / Embezzlement

Identity theft / Fraud / Embezzlement

Transaction issue

Identity theft / Fraud / Embezzlement

Closing/Cancelling account

Transaction issue

Billing disputes

Rewards

Credit line increase/decrease

Billing disputes

Late fee

Billing statement

Other

Credit determination

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Synchrony Financial	NY	10954		N/A
Amex	MI	48026		N/A
Amex	TX	75240		N/A
Synchrony Financial	IN	47150		N/A
Synchrony Financial	IN	46902		N/A
Synchrony Financial	PA	17055		N/A
Bank of America	WA	98121		N/A
PayPal Holdings, Inc.	GA	30518		N/A
Bank of America	GA	30281		N/A
PayPal Holdings, Inc.	FL	33511		N/A
Amex	CA	94556		N/A
Bank of America	NC	28311	Older American	N/A
U.S. Bancorp	NY	11375		N/A
Bank of America	CO	80030		N/A
Capital One	CA	91324		N/A
Amex	AK	99567		N/A
Capital One	WI	53218		N/A
Bank of America	VA	23238	Older American	N/A
Bank of America	NE	68114		N/A
JPMorgan Chase & Co.	CA	93675		N/A
Synchrony Financial	IN	46062		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	09/20/2013	Closed with explanation	Yes	Yes
Web	09/20/2013	Closed with explanation	Yes	Yes
Web	09/20/2013	Closed with explanation	Yes	No
Phone	09/18/2013	Closed with explanation	Yes	No
Web	10/13/2013	Closed with monetary relief	Yes	No
Web	10/13/2013	Closed with monetary relief	Yes	Yes
Web	10/15/2013	Closed with explanation	Yes	Yes
Web	10/22/2013	Closed with monetary relief	Yes	No
Web	10/15/2013	Closed with explanation	Yes	No
Web	09/11/2013	Closed with explanation	Yes	No
Web	09/17/2013	Closed with monetary relief	Yes	Yes
Web	09/04/2013	Closed with non-monetary relief	Yes	No
Web	08/28/2013	Closed with non-monetary relief	Yes	No
Phone	08/28/2013	Closed with explanation	Yes	Yes
Web	10/14/2013	Closed with explanation	Yes	No
Web	09/25/2013	Closed with explanation	Yes	Yes
Referral	09/20/2013	Closed with monetary relief	Yes	No
Web	09/26/2013	Closed with explanation	Yes	No
Web	09/14/2013	Closed with explanation	Yes	No
Web	10/07/2013	Closed with explanation	Yes	Yes
Web	10/14/2013	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

535691

536037

521492

529082

558401

558410

558646

558418

558438

521586

530013

514760

505900

505876

558537

543252

536239

543257

521675

544948

558572

Credit Card Complaints

Based on Consumer Complaints

09/10/2013	Credit card
09/05/2013	Credit card
10/15/2013	Credit card
09/16/2013	Credit card
09/26/2013	Credit card
08/28/2013	Credit card
10/15/2013	Credit card
08/28/2013	Credit card
09/16/2013	Credit card
08/28/2013	Credit card
10/02/2013	Credit card
09/17/2013	Credit card
09/17/2013	Credit card
08/28/2013	Credit card
04/24/2014	Credit card
10/02/2013	Credit card
09/17/2013	Credit card
09/10/2013	Credit card
09/26/2013	Credit card
08/28/2013	Credit card
09/05/2013	Credit card

Credit Card Complaints

Based on Consumer Complaints

APR or interest rate

Identity theft / Fraud / Embezzlement

Rewards

Other

Late fee

Identity theft / Fraud / Embezzlement

Identity theft / Fraud / Embezzlement

Other

Identity theft / Fraud / Embezzlement

Billing disputes

Closing/Cancelling account

Late fee

Closing/Cancelling account

Other fee

APR or interest rate

Identity theft / Fraud / Embezzlement

Delinquent account

Credit card protection / Debt protection

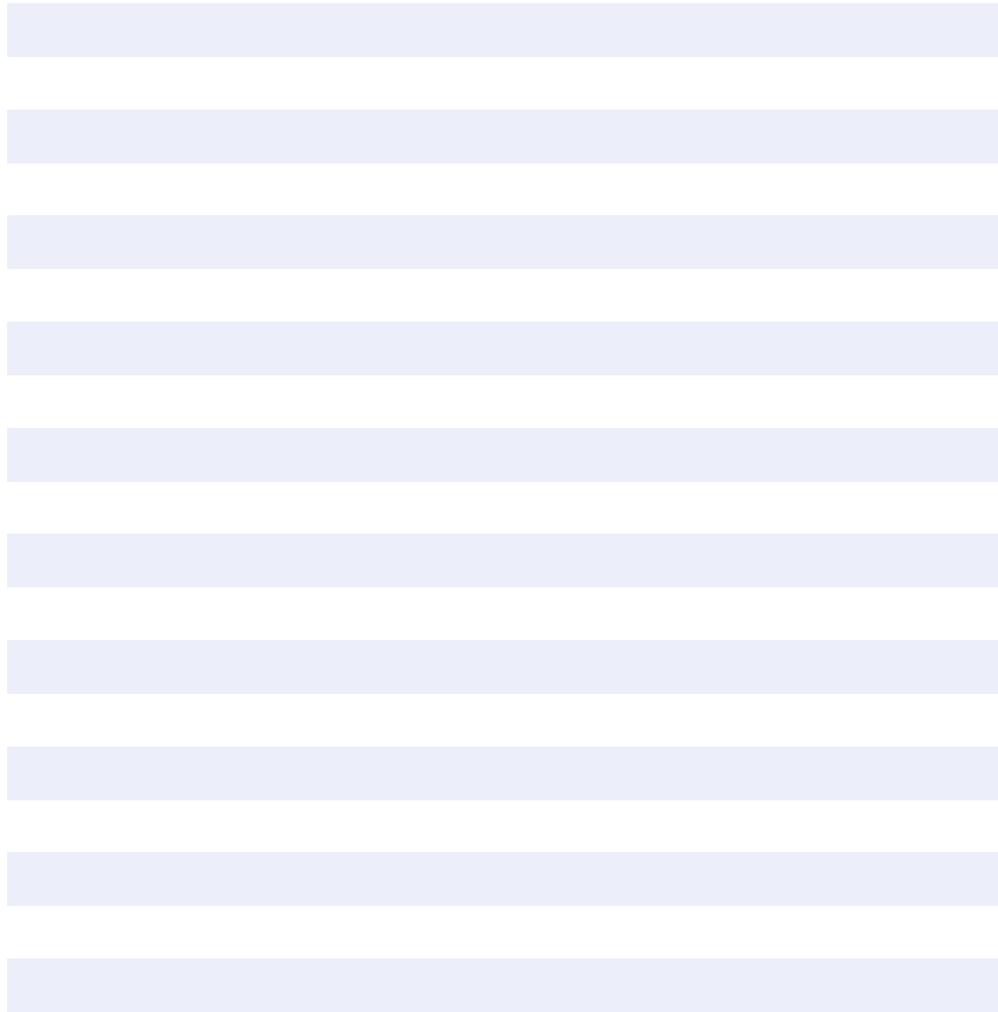
Billing disputes

APR or interest rate

Cash advance

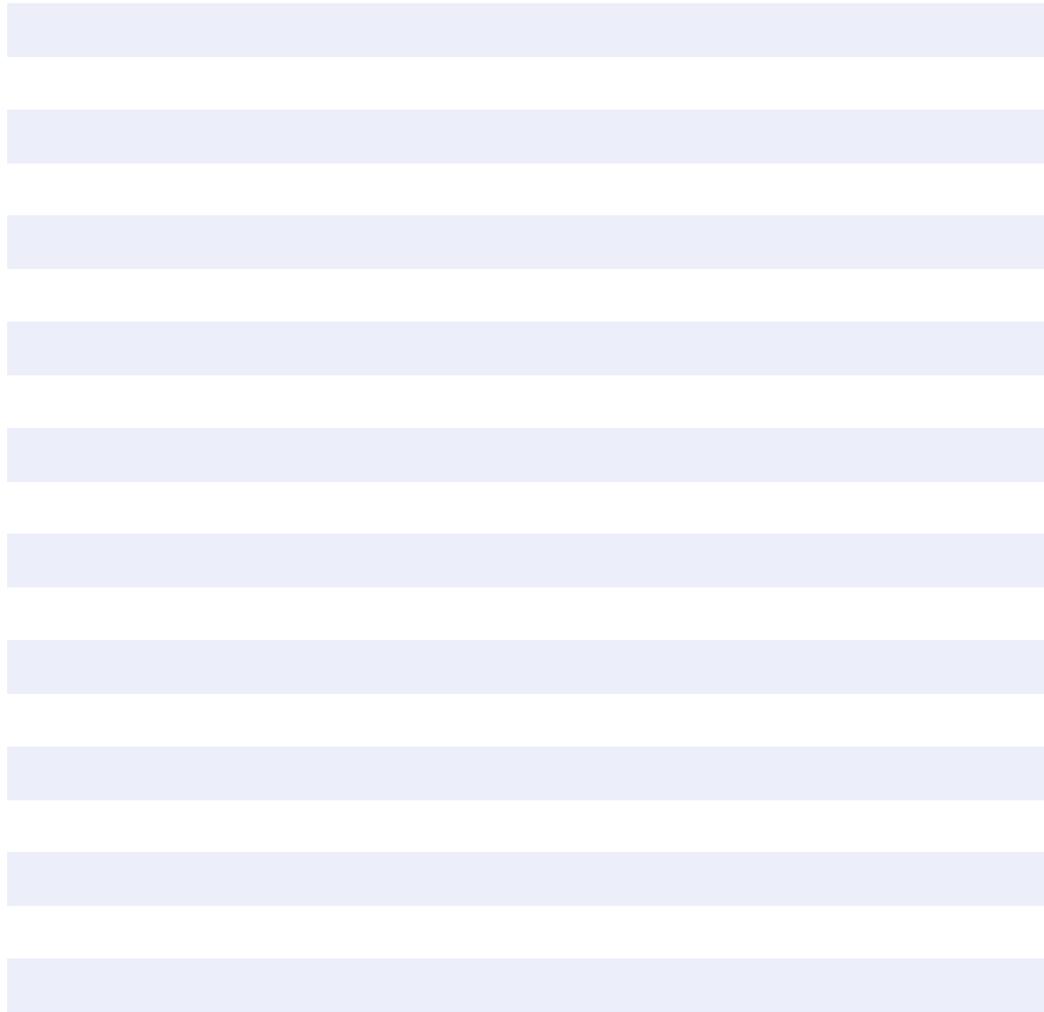
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Citibank	DE	19802	Older American	N/A
Synchrony Financial	CA	94577	Older American	N/A
Wells Fargo & Company	CA	92101		N/A
Wells Fargo & Company	VA	23602		N/A
Discover	ID	83816		N/A
Bank of America	NC	27330		N/A
Synchrony Financial	NY	10019	Older American	N/A
Bank of America	NY	11109		N/A
Amex	CA	92675		N/A
JPMorgan Chase & Co.	CT	06002		N/A
JPMorgan Chase & Co.	NJ	07462	Older American	N/A
Capital One	NV	89134		N/A
Fifth Third Financial Corporation	FL	33548		N/A
Capital One	CT	06415		N/A
Capital One	NY	10013		N/A
Barclays PLC	NY	11106		N/A
Capital One	MD	21001		N/A
Capital One	TX	75104		N/A
JPMorgan Chase & Co.	OH	44060		N/A
Citibank	FL	33306	Older American	N/A
JPMorgan Chase & Co.	LA	70005	Older American	N/A

Credit Card Complaints

Based on Consumer Complaints

Web	09/14/2013	Closed with explanation	Yes	No
Web	09/06/2013	Closed with monetary relief	Yes	Yes
Web	10/14/2013	Closed with monetary relief	Yes	No
Phone	09/17/2013	Closed with explanation	Yes	No
Referral	09/26/2013	Closed with explanation	Yes	No
Web	08/29/2013	Closed with explanation	Yes	Yes
Web	10/15/2013	Closed with monetary relief	Yes	No
Postal mail	08/29/2013	Closed with explanation	Yes	No
Web	09/17/2013	Closed with monetary relief	Yes	No
Referral	08/29/2013	Closed with explanation	Yes	No
Phone	10/02/2013	Closed with explanation	Yes	Yes
Web	09/17/2013	Closed with explanation	Yes	No
Web	09/17/2013	Closed with explanation	Yes	No
Referral	08/30/2013	Closed with explanation	Yes	No
Web	04/23/2014	Closed with explanation	Yes	No
Web	10/02/2013	Closed with explanation	Yes	No
Web	09/18/2013	Closed with explanation	Yes	No
Web	09/20/2013	Closed with monetary relief	Yes	No
Phone	09/26/2013	Closed with monetary relief	Yes	No
Web	08/28/2013	Closed with monetary relief	Yes	No
Web	09/05/2013	Closed with non-monetary relief	Yes	No

Credit Card Complaints

Based on Consumer Complaints

521635

515355

558978

529341

543316

506062

559060

506100

529468

506114

550584

531801

531803

506821

823098

550245

531385

520943

543514

506237

515814

Credit Card Complaints

Based on Consumer Complaints

09/20/2013	Credit card
09/26/2013	Credit card
10/15/2013	Credit card
09/05/2013	Credit card
09/17/2013	Credit card
09/26/2013	Credit card
09/05/2013	Credit card
04/10/2014	Credit card
10/15/2013	Credit card
09/20/2013	Credit card
10/02/2013	Credit card
09/10/2013	Credit card
09/26/2013	Credit card
09/26/2013	Credit card
09/17/2013	Credit card
10/02/2013	Credit card
09/20/2013	Credit card
08/28/2013	Credit card
10/15/2013	Credit card
08/28/2013	Credit card
09/21/2013	Credit card

Credit Card Complaints

Based on Consumer Complaints

Identity theft / Fraud / Embezzlement

Closing/Cancelling account

Billing disputes

Closing/Cancelling account

Overlimit fee

Identity theft / Fraud / Embezzlement

Other

Billing disputes

Credit line increase/decrease

Credit card protection / Debt protection

Billing disputes

Identity theft / Fraud / Embezzlement

Credit card protection / Debt protection

Closing/Cancelling account

Billing disputes

Identity theft / Fraud / Embezzlement

Closing/Cancelling account

Billing disputes

Billing statement

Other

Customer service / Customer relations

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Discover	AZ	85043		N/A
Citibank	IL	61103		N/A
Bank of America	NY	10128		N/A
Navy FCU	MD	20905		N/A
Capital One	AZ	85641		N/A
Wells Fargo & Company	NJ	08225		N/A
Capital One	NY	10178		N/A
Citibank	WI	54303		N/A
Citibank	RI	02919		N/A
JPMorgan Chase & Co.	NJ	08882		N/A
U.S. Bancorp	NC	28670		N/A
JPMorgan Chase & Co.	OR	97007		N/A
Amex	CA	92614		N/A
Citibank	NJ	08234		N/A
Santander Bank US	CT	06042	Older American	N/A
Synchrony Financial	FL	33433	Older American	N/A
Wells Fargo & Company	CA	90410		N/A
Synchrony Financial	PA	17268	Older American	N/A
Synchrony Financial	FL	33310		N/A
Capital One				N/A
Citibank	CO	80517		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	09/23/2013	Closed with explanation	Yes	Yes
Web	09/26/2013	Closed with explanation	Yes	No
Referral	10/16/2013	Closed with explanation	Yes	Yes
Web	09/06/2013	Closed with explanation	Yes	No
Web	09/17/2013	Closed with monetary relief	Yes	No
Referral	09/26/2013	Closed with explanation	Yes	No
Referral	09/06/2013	Closed with explanation	Yes	Yes
Referral	04/14/2014	Closed with explanation	Yes	No
Postal mail	10/16/2013	Closed with monetary relief	Yes	No
Web	09/20/2013	Closed with explanation	Yes	Yes
Web	10/02/2013	Closed with explanation	Yes	No
Phone	09/11/2013	Closed with explanation	Yes	No
Web	09/26/2013	Closed with explanation	Yes	Yes
Phone	10/03/2013	Closed with explanation	Yes	No
Phone	09/18/2013	Closed	Yes	No
Web	10/03/2013	Closed with explanation	Yes	Yes
Web	09/20/2013	Closed with explanation	Yes	Yes
Phone	08/29/2013	Closed with explanation	Yes	No
Referral	10/17/2013	Closed with monetary relief	Yes	Yes
Referral	08/30/2013	Closed with explanation	Yes	Yes
Web	09/20/2013	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

536630

543539

559227

514988

530271

543559

516231

802061

559306

536769

550846

522128

543689

543716

530453

551065

537345

506517

559408

506540

536935

Credit Card Complaints

Based on Consumer Complaints

10/15/2013	Credit card
09/21/2013	Credit card
10/15/2013	Credit card
10/15/2013	Credit card
10/15/2013	Credit card
09/26/2013	Credit card
09/21/2013	Credit card
09/21/2013	Credit card
09/10/2013	Credit card
09/21/2013	Credit card
08/28/2013	Credit card
10/15/2013	Credit card
09/10/2013	Credit card
09/26/2013	Credit card
09/10/2013	Credit card
10/03/2013	Credit card
10/16/2013	Credit card
10/03/2013	Credit card
09/22/2013	Credit card
10/16/2013	Credit card
08/28/2013	Credit card

Credit Card Complaints

Based on Consumer Complaints

Billing disputes

Closing/Cancelling account

Advertising and marketing

Billing statement

Transaction issue

Credit line increase/decrease

Credit card protection / Debt protection

Billing disputes

Billing disputes

Other

Other

Arbitration

Closing/Cancelling account

Customer service / Customer relations

Late fee

Closing/Cancelling account

APR or interest rate

Identity theft / Fraud / Embezzlement

Other

Unsolicited issuance of credit card

Billing disputes

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Synchrony Financial				N/A
JPMorgan Chase & Co.	VA	20176		N/A
Citibank	IN	47630		N/A
Synchrony Financial	NE	68502		N/A
JPMorgan Chase & Co.	MD	20814		N/A
Fifth Third Financial Corporation	OH	43119	Servicemember	N/A
Bank of America	CA	92115		N/A
State Farm Bank	MO	63125	Older American	N/A
Citibank	AZ	85630		N/A
Navy FCU	VA	22903		N/A
Capital One	MD	21222		N/A
Wells Fargo & Company	NE	68154		N/A
Bank of America	CA	90036		N/A
Synchrony Financial	CT	06710		N/A
Bank of America	CA	91710		N/A
Wells Fargo & Company	NY	10601		N/A
Amex	NY	11375		N/A
Wells Fargo & Company	PA	19053		N/A
Bank of America	CA	90028		N/A
TD Bank US Holding Company	CA	94538		N/A
Discover	CT	06415		N/A

Credit Card Complaints

Based on Consumer Complaints

Referral	10/16/2013	Closed with explanation	Yes	No
Web	09/20/2013	Closed with explanation	Yes	No
Web	10/16/2013	Closed with non-monetary relief	Yes	No
Web	10/15/2013	Closed with explanation	Yes	No
Web	10/15/2013	Closed with monetary relief	Yes	No
Web	09/26/2013	Closed with monetary relief	Yes	No
Web	09/21/2013	Closed with explanation	Yes	No
Web	09/21/2013	Closed with explanation	Yes	No
Phone	09/11/2013	Closed with explanation	Yes	No
Web	09/21/2013	Closed with explanation	Yes	No
Web	08/28/2013	Closed with explanation	Yes	Yes
Web	10/15/2013	Closed with explanation	Yes	Yes
Web	09/14/2013	Closed with explanation	Yes	No
Web	09/27/2013	Closed with monetary relief	Yes	Yes
Web	09/14/2013	Closed with explanation	Yes	No
Web	10/03/2013	Closed with explanation	Yes	Yes
Web	10/17/2013	Closed with explanation	Yes	No
Phone	10/03/2013	Closed with explanation	Yes	No
Web	09/22/2013	Closed with explanation	Yes	Yes
Web	10/16/2013	Closed with explanation	Yes	Yes
Referral	08/29/2013	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

559458

536946

559471

559483

559493

543859

537052

537058

522357

537084

501239

558936

522412

543121

522417

551556

560026

551568

537612

560056

506820

Credit Card Complaints

Based on Consumer Complaints

10/16/2013	Credit card
09/22/2013	Credit card
09/10/2013	Credit card
08/28/2013	Credit card
09/10/2013	Credit card
09/26/2013	Credit card
09/23/2013	Credit card
10/16/2013	Credit card
09/23/2013	Credit card
09/23/2013	Credit card
08/28/2013	Credit card
09/23/2013	Credit card
08/28/2013	Credit card
09/23/2013	Credit card
09/23/2013	Credit card
09/10/2013	Credit card
09/23/2013	Credit card
10/16/2013	Credit card
10/16/2013	Credit card
09/11/2013	Credit card
09/11/2013	Credit card

Credit Card Complaints

Based on Consumer Complaints

Delinquent account

Billing disputes

Other

Billing disputes

Advertising and marketing

Rewards

Credit card protection / Debt protection

Billing disputes

Identity theft / Fraud / Embezzlement

Credit line increase/decrease

Other

Other

Other

Billing disputes

Billing disputes

Payoff process

Billing disputes

Advertising and marketing

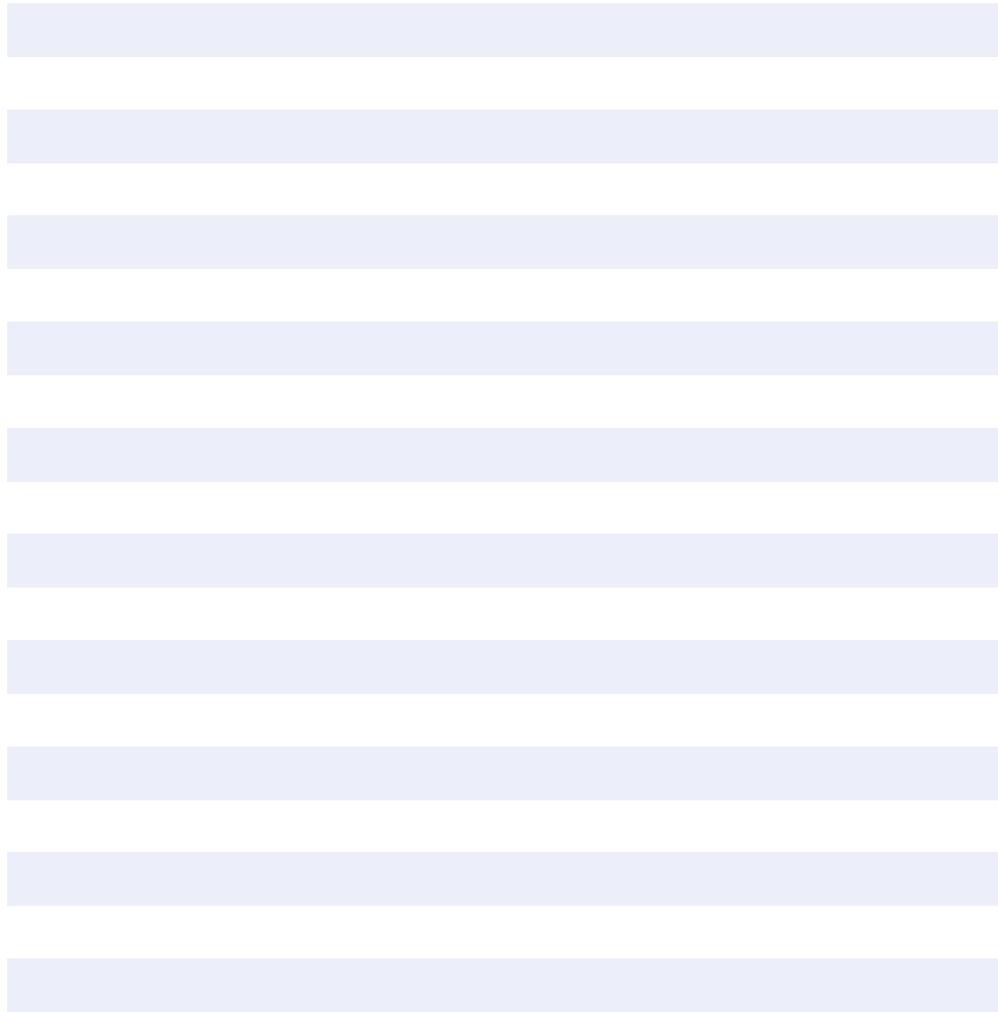
Billing disputes

APR or interest rate

Other

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Capital One	AL	35261		N/A
Capital One	CA	95354	Older American	N/A
Capital One	NV	89123		N/A
Citibank	CT	06415		N/A
Barclays PLC	CA	91406	Older American	N/A
JPMorgan Chase & Co.	NY	11354		N/A
Bank of America	CA	93109		N/A
Bank of America	CT	06897		N/A
USAA Savings	PA	17976		N/A
Capital One	TX	75204		N/A
Fifth Third Financial Corporation	IL	60304		N/A
Citibank	TX	78741		N/A
JPMorgan Chase & Co.	NY	13032		N/A
Discover	PA	16002		N/A
JPMorgan Chase & Co.	OH	45011		N/A
Regions Financial Corporation	TX	75007		N/A
JPMorgan Chase & Co.	NJ	08827		N/A
Bank of America	NY	10583		N/A
JPMorgan Chase & Co.	NY	11230		N/A
Capital One	GA	30135		N/A
Capital One	CO	80817		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	10/16/2013	Closed with monetary relief	Yes	No
Web	09/22/2013	Closed with monetary relief	Yes	No
Web	09/14/2013	Closed with explanation	Yes	No
Referral	08/29/2013	Closed with non-monetary relief	Yes	No
Web	09/14/2013	Closed with explanation	Yes	No
Referral	09/27/2013	Closed with explanation	Yes	No
Web	09/22/2013	Closed	Yes	No
Web	10/16/2013	Closed with explanation	Yes	No
Web	09/22/2013	Closed with explanation	Yes	No
Web	09/22/2013	Closed with explanation	Yes	No
Referral	08/29/2013	Closed with non-monetary relief	Yes	No
Referral	09/23/2013	Closed with explanation	Yes	Yes
Referral	08/29/2013	Closed with explanation	Yes	No
Referral	09/23/2013	Closed with explanation	Yes	No
Referral	09/23/2013	Closed with explanation	Yes	No
Web	10/23/2014	Closed with explanation	Yes	No
Postal mail	09/30/2013	Closed with explanation	Yes	No
Web	10/16/2013	Closed with explanation	Yes	No
Web	10/16/2013	Closed with explanation	Yes	No
Web	09/14/2013	Closed with explanation	Yes	No
Web	09/11/2013	Closed with monetary relief	Yes	Yes

Credit Card Complaints

Based on Consumer Complaints

560071

537201

521227

506822

522526

544888

537822

560132

537827

539352

508129

538041

508131

537868

538016

522640

537909

560226

560228

523239

523207

Credit Card Complaints

Based on Consumer Complaints

10/16/2013	Credit card
10/16/2013	Credit card
10/03/2013	Credit card
10/03/2013	Credit card
09/26/2013	Credit card
09/23/2013	Credit card
08/28/2013	Credit card
10/03/2013	Credit card
08/28/2013	Credit card
09/11/2013	Credit card
04/18/2014	Credit card
09/11/2013	Credit card
10/16/2013	Credit card
09/26/2013	Credit card
09/26/2013	Credit card
09/26/2013	Credit card
10/03/2013	Credit card
09/27/2013	Credit card

Credit Card Complaints

Based on Consumer Complaints

Billing disputes

APR or interest rate

Closing/Cancelling account

Credit card protection / Debt protection

Customer service / Customer relations

Payoff process

Delinquent account

Delinquent account

Delinquent account

Billing disputes

Payoff process

Identity theft / Fraud / Embezzlement

Payoff process

Credit line increase/decrease

Other

Closing/Cancelling account

Other fee

Billing disputes

Payoff process

Billing disputes

Billing disputes

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Discover	CA	93446		N/A
Barclays PLC	NC	28173		N/A
Synovus Bank	CA	95426		N/A
Synchrony Financial	NJ	07031		N/A
Discover	TX	78681	Older American	N/A
PNC Bank N.A.	IN	46017		N/A
Gryphon Corp	CA	90034	Older American	N/A
Bank of America	VA	24018		N/A
Citibank	GA	30311	Older American	N/A
Bank of America	SC	29510		N/A
Discover	MA	02127		N/A
Citibank	CA	91325		N/A
Bank of America	FL	34219		N/A
Capital One	CA	92021		N/A
Discover	CA	93675		N/A
Synchrony Financial	NY	11103		N/A
Bank of America	CT	06902	Older American	N/A
U.S. Bancorp	WI	54956		N/A
Wells Fargo & Company	VA	22601		N/A
Synchrony Financial	CA	93110		N/A
Citibank	CA	93675		N/A

Credit Card Complaints

Based on Consumer Complaints

Postal mail	10/16/2013	Closed with explanation	Yes	Yes
Web	10/16/2013	Closed with explanation	Yes	Yes
Referral	10/04/2013	Closed with explanation	Yes	No
Web	10/04/2013	Closed with explanation	Yes	No
Web	09/27/2013	Closed with explanation	Yes	No
Referral	09/23/2013	Closed with explanation	Yes	No
Web	08/29/2013	Closed with explanation	Yes	No
Phone	10/04/2013	Closed with explanation	Yes	Yes
Web	08/28/2013	Closed with non-monetary relief	Yes	No
Web	09/11/2013	Closed with explanation	Yes	No
Phone	04/23/2014	Closed with explanation	Yes	No
Phone	09/11/2013	Closed with non-monetary relief	Yes	No
Web	10/17/2013	Closed with monetary relief	Yes	No
Web	09/26/2013	Closed with non-monetary relief	Yes	No
Web	10/16/2013	Closed with explanation	Yes	Yes
Phone	09/27/2013	Closed with monetary relief	Yes	No
Web	10/03/2013	Closed with non-monetary relief	Yes	No
Web	10/03/2013	Closed with monetary relief	Yes	No
Fax	10/15/2013	Closed with monetary relief	Yes	No
Web	11/05/2013	Closed with monetary relief	Yes	No
Web	09/27/2013	Closed with explanation	Yes	Yes

Credit Card Complaints

Based on Consumer Complaints

560259

560263

551884

552153

544271

538050

507896

551821

507961

523155

815245

523360

560377

543158

544949

544262

552004

551994

552032

552052

547155

Credit Card Complaints

Based on Consumer Complaints

10/03/2013	Credit card
09/27/2013	Credit card
09/27/2013	Credit card
09/27/2013	Credit card
10/04/2013	Credit card
10/07/2013	Credit card
10/04/2013	Credit card
10/04/2013	Credit card
10/04/2013	Credit card
09/27/2013	Credit card
10/04/2013	Credit card
09/23/2013	Credit card
06/26/2014	Credit card
09/27/2013	Credit card
09/23/2013	Credit card
09/27/2013	Credit card
09/27/2013	Credit card
09/23/2013	Credit card
09/27/2013	Credit card
09/23/2013	Credit card
10/23/2013	Credit card

Credit Card Complaints

Based on Consumer Complaints

Customer service / Customer relations

Billing disputes

Rewards

Application processing delay

Closing/Cancelling account

Customer service / Customer relations

Delinquent account

Closing/Cancelling account

Other

Other

Credit determination

Billing disputes

Other

Transaction issue

Identity theft / Fraud / Embezzlement

Credit line increase/decrease

Credit card protection / Debt protection

Credit determination

Closing/Cancelling account

Other

APR or interest rate

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Amex	AZ	85747		N/A
Bank of America	MI	48047		N/A
Citibank	NY	10026		N/A
FirstBank	CO	80237	Older American	N/A
Amex				N/A
Citibank	MA	01778		N/A
Citibank	ME	04039	Older American	N/A
HSBC North America Holdings Inc.	TX	77386		N/A
Synchrony Financial	GA	30342	Older American	N/A
HSBC North America Holdings Inc.	FL	33023		N/A
Citibank	CA	91765		N/A
Wells Fargo & Company	CA	94123	Servicemember	N/A
Discover	NC	28544		N/A
JPMorgan Chase & Co.	AZ	86327		N/A
Encore Capital Group	OH	45011		N/A
Discover	TX	75204		N/A
Capital One	NC	27520		N/A
JPMorgan Chase & Co.	NY	11694	Older American	N/A
National Check Bureau, Inc.	MI	48230		N/A
Bank of America	GA	30093	Older American	N/A
JPMorgan Chase & Co.	TX	77338		N/A

Credit Card Complaints

Based on Consumer Complaints

Referral	10/04/2013	Closed with explanation	Yes	No
Web	09/27/2013	Closed with non-monetary relief	Yes	No
Referral	09/30/2013	Closed with non-monetary relief	Yes	No
Referral	09/30/2013	Closed with explanation	Yes	No
Web	10/04/2013	Closed with explanation	Yes	No
Web	10/08/2013	Closed with monetary relief	Yes	No
Phone	10/04/2013	Closed with explanation	Yes	No
Web	10/04/2013	Closed	Yes	No
Web	10/04/2013	Closed with explanation	Yes	Yes
Web	10/16/2013	Closed	No	
Postal mail	10/07/2013	Closed with explanation	Yes	No
Phone	11/01/2013	Closed with explanation	Yes	Yes
Referral	07/01/2014	Closed with explanation	Yes	Yes
Web	09/27/2013	Closed with explanation	Yes	No
Web	09/24/2013	Closed with non-monetary relief	Yes	No
Web	09/27/2013	Closed with explanation	Yes	No
Web	09/27/2013	Closed with monetary relief	Yes	No
Web	09/23/2013	Closed with explanation	Yes	No
Web	10/16/2013	Closed with monetary relief	Yes	No
Web	09/23/2013	Closed with explanation	Yes	No
Web	10/23/2013	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

552094

545199

545658

545231

552581

553870

552472

552682

552813

545539

552924

538136

913681

545679

538288

547146

545948

538636

547183

537765

568152

Credit Card Complaints

Based on Consumer Complaints

09/27/2013	Credit card
09/27/2013	Credit card
10/05/2013	Credit card
10/05/2013	Credit card
06/18/2014	Credit card
10/05/2013	Credit card
10/06/2013	Credit card
10/06/2013	Credit card
10/06/2013	Credit card
10/23/2013	Credit card
10/23/2013	Credit card
10/07/2013	Credit card
10/23/2013	Credit card
07/03/2014	Credit card
09/28/2013	Credit card
09/24/2013	Credit card
09/28/2013	Credit card
10/07/2013	Credit card

Credit Card Complaints

Based on Consumer Complaints

Unsolicited issuance of credit card

Credit determination

Other

Delinquent account

Billing disputes

Billing disputes

Transaction issue

Billing disputes

Delinquent account

Credit line increase/decrease

Other

Unsolicited issuance of credit card

Billing disputes

Other

Credit card protection / Debt protection

APR or interest rate

Rewards

Billing disputes

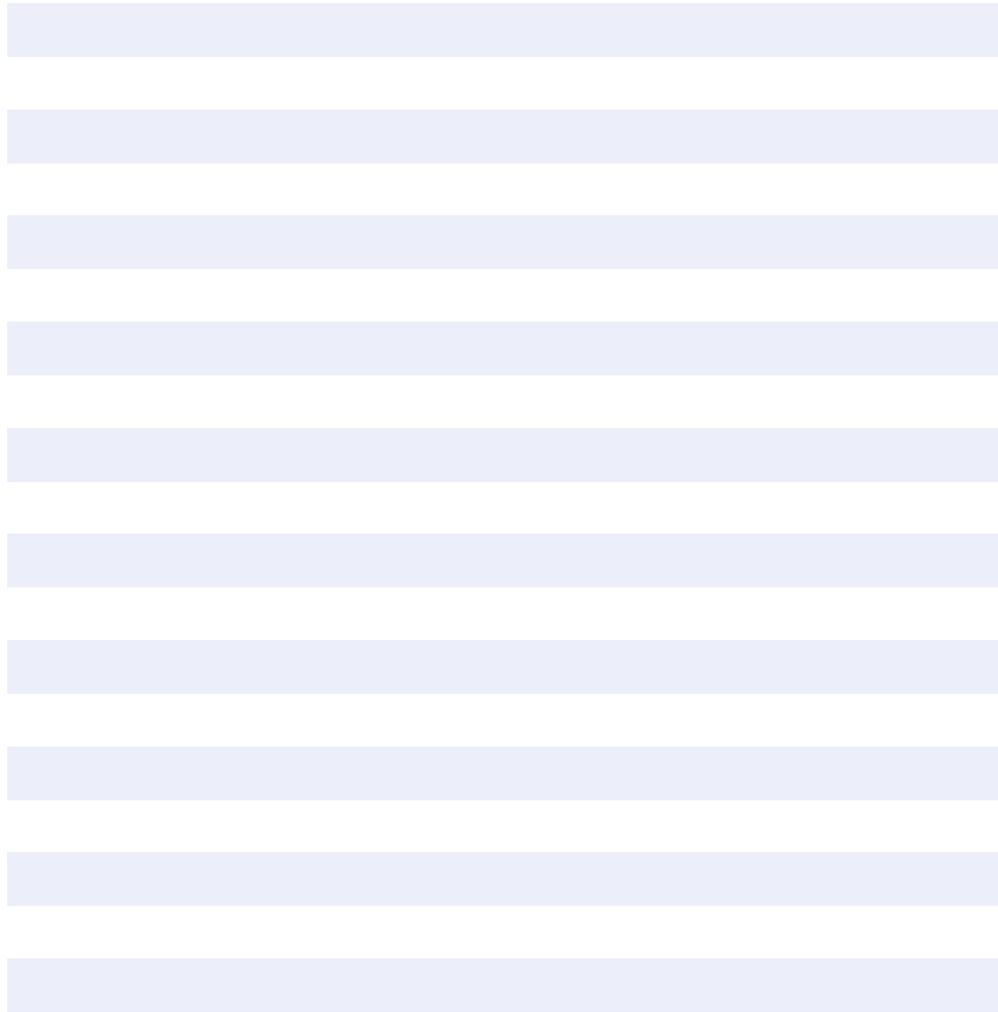
Late fee

Other fee

Customer service / Customer relations

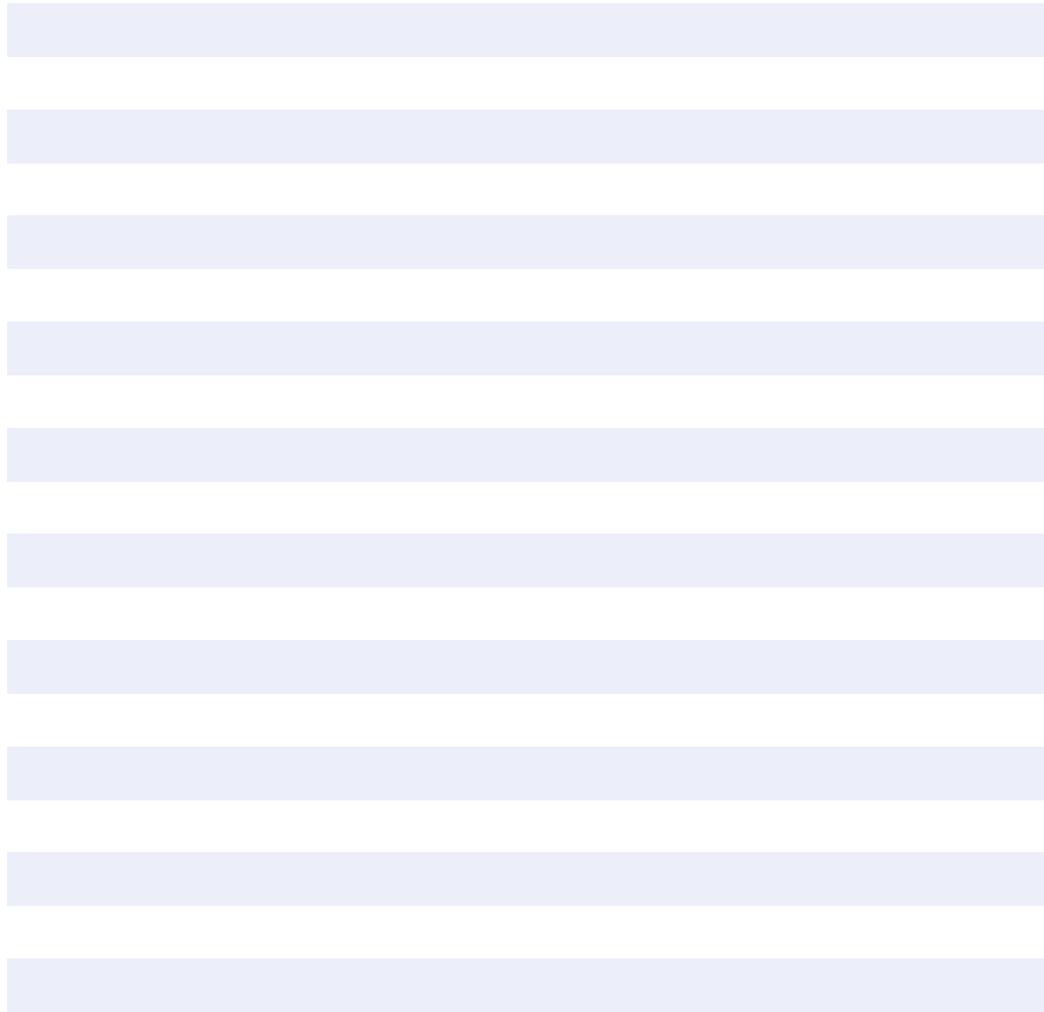
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Amex	TX	75010		N/A
Capital One	FL	32905		N/A
Portfolio Recovery Associates, Inc.	NY	10598		N/A
Discover	TX	77379		N/A
Capital One	MN	55435		N/A
Capital One	OR	97223		N/A
Barclays PLC	TX	75025	Servicemember	N/A
Citibank	FL	32257		N/A
Bank of America	FL	33172		N/A
Capital One	OH	45205		N/A
Discover	CA	92025		N/A
Bank of America	FL	33701		N/A
Citibank	NJ	07601		N/A
Synovus Bank	NJ	07416		N/A
Bank of America	CA	92704		N/A
Capital One	CT	06880		N/A
Barclays PLC	NJ	07601		N/A
Capital One	NY	11209		N/A
Union Bank	CA	91942		N/A
Bank of America	FL	34787		N/A
Amex	OH	43017		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	11/06/2013	Closed with non-monetary relief	Yes	Yes
Web	09/27/2013	Closed with explanation	Yes	No
Web	10/07/2013	Closed with non-monetary relief	Yes	No
Web	10/05/2013	Closed with explanation	Yes	No
Web	06/18/2014	Closed with monetary relief	Yes	Yes
Web	10/05/2013	Closed with explanation	Yes	Yes
Web	10/05/2013	Closed with explanation	Yes	No
Web	10/05/2013	Closed with monetary relief	Yes	No
Web	10/05/2013	Closed with explanation	Yes	No
Web	10/06/2013	Closed with explanation	Yes	No
Web	10/06/2013	Closed with monetary relief	Yes	Yes
Web	10/06/2013	Closed with explanation	Yes	No
Referral	10/24/2013	Closed with explanation	Yes	No
Web	10/25/2013	Closed with explanation	Yes	Yes
Web	10/07/2013	Closed with explanation	Yes	Yes
Phone	10/24/2013	Closed with monetary relief	Yes	No
Web	07/03/2014	Closed with non-monetary relief	Yes	Yes
Web	09/30/2013	Closed with monetary relief	Yes	No
Web	09/24/2013	Closed with explanation	Yes	No
Postal mail	10/01/2013	Closed with explanation	Yes	No
Web	10/07/2013	Closed with non-monetary relief	Yes	No

Credit Card Complaints

Based on Consumer Complaints

547147

546139

553093

553124

899463

553130

553136

553160

553161

553193

553197

553210

567742

568401

553710

568417

922588

545086

539472

545524

553849

Credit Card Complaints

Based on Consumer Complaints

09/24/2013	Credit card
09/24/2013	Credit card
09/28/2013	Credit card
10/17/2013	Credit card
09/28/2013	Credit card
10/08/2013	Credit card
09/28/2013	Credit card
10/30/2013	Credit card
10/07/2013	Credit card
09/29/2013	Credit card
09/29/2013	Credit card
10/29/2013	Credit card
10/23/2013	Credit card
09/24/2013	Credit card
10/16/2013	Credit card
09/29/2013	Credit card
10/07/2013	Credit card
10/07/2013	Credit card
10/07/2013	Credit card
09/29/2013	Credit card
10/07/2013	Credit card

Credit Card Complaints

Based on Consumer Complaints

Other

Balance transfer

Late fee

Application processing delay

Convenience checks

Rewards

Credit line increase/decrease

Billing disputes

Identity theft / Fraud / Embezzlement

Billing disputes

APR or interest rate

Identity theft / Fraud / Embezzlement

Billing disputes

Delinquent account

Forbearance / Workout plans

Transaction issue

Identity theft / Fraud / Embezzlement

Other fee

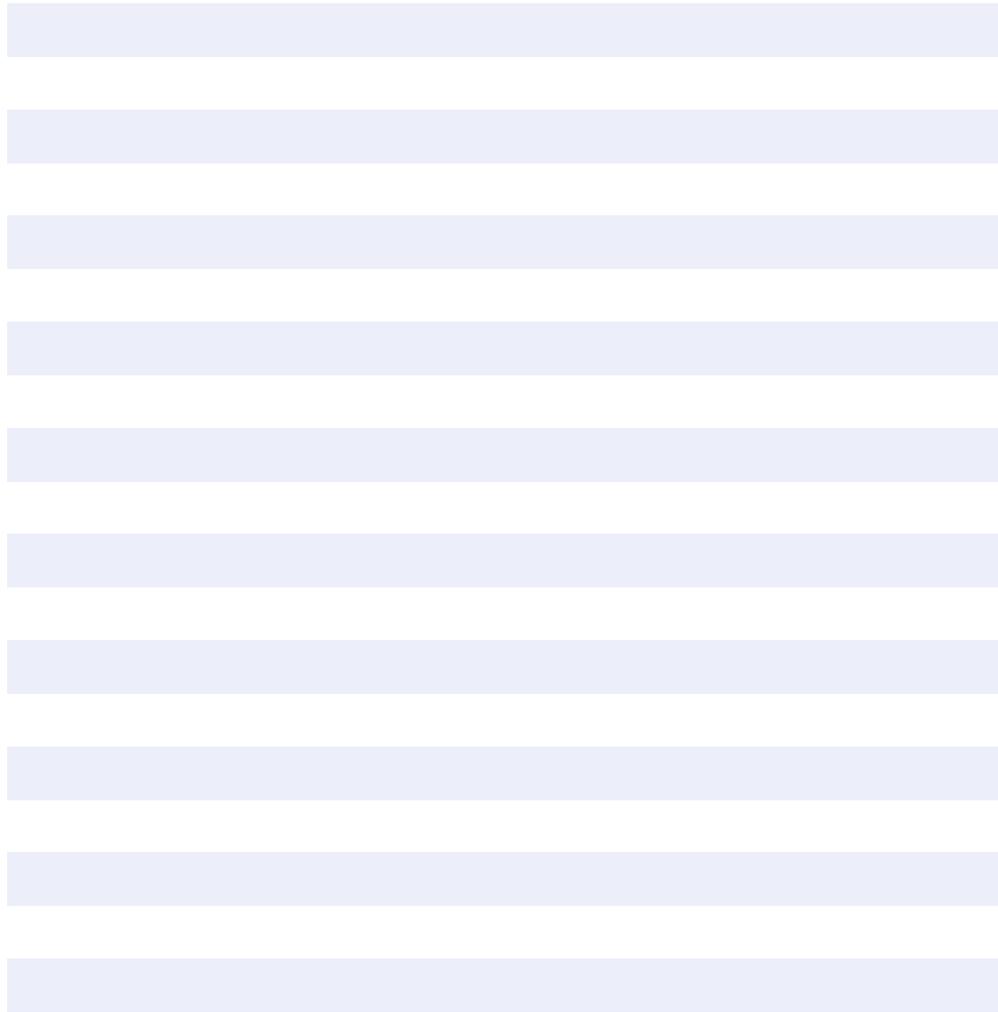
Identity theft / Fraud / Embezzlement

Closing/Cancelling account

Identity theft / Fraud / Embezzlement

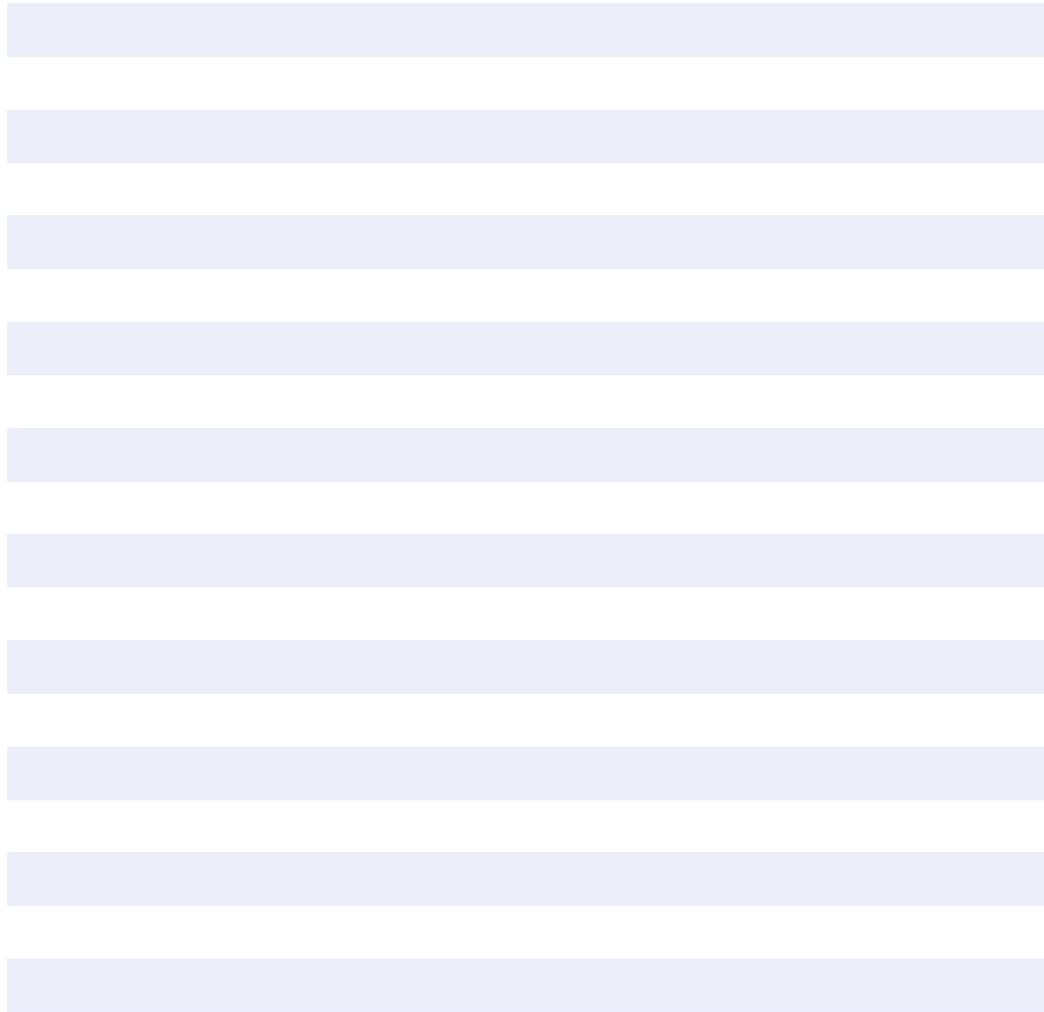
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	NJ	07452		N/A
Bank of America	MT	59701		N/A
Amex	MD	20850		N/A
Capital One	WI	53140		N/A
Capital One	CA	91402	Older American	N/A
Amex	FL	34957		N/A
Amex	KS	66210		N/A
Citibank	CA	91763		N/A
Synchrony Financial	CA	95670		N/A
Barclays PLC	NV	89511		N/A
Wells Fargo & Company	CA	91604		N/A
Citibank				N/A
Citibank	VA	22027		N/A
Bank of America	FL	32082		N/A
Discover	FL	33803		N/A
Citibank	MO	64157		N/A
Barclays PLC	FL	33165		N/A
Barclays PLC	MD	21128		N/A
Citibank	FL	33165		N/A
Synchrony Financial	KS	66441	Servicemember	N/A
Wells Fargo & Company	FL	33165		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	10/31/2013	Closed with explanation	Yes	No
Referral	09/25/2013	Closed with monetary relief	Yes	No
Web	09/28/2013	Closed with monetary relief	Yes	No
Referral	10/31/2013	Closed with explanation	Yes	No
Web	09/28/2013	Closed with monetary relief	Yes	No
Referral	10/09/2013	Closed with explanation	Yes	No
Web	09/28/2013	Closed with explanation	Yes	No
Fax	10/30/2013	Closed with monetary relief	Yes	No
Referral	10/08/2013	Closed with monetary relief	Yes	No
Web	09/29/2013	Closed with monetary relief	Yes	No
Web	09/29/2013	Closed	Yes	No
Web	10/30/2013	Closed with monetary relief	Yes	No
Web	10/24/2013	Closed with monetary relief	Yes	No
Web	09/25/2013	Closed with explanation	Yes	No
Web	10/17/2013	Closed with explanation	Yes	Yes
Web	09/29/2013	Closed with monetary relief	Yes	No
Postal mail	10/07/2013	Closed with explanation	Yes	No
Referral	10/08/2013	Closed with monetary relief	Yes	Yes
Postal mail	10/07/2013	Closed with monetary relief	Yes	No
Web	09/30/2013	Closed with explanation	Yes	Yes
Postal mail	10/07/2013	Closed with non-monetary relief	Yes	No

Credit Card Complaints

Based on Consumer Complaints

540832

539542

546544

561475

546559

555221

547160

577674

553938

546600

545006

575753

568654

541172

560535

546647

553632

554004

553633

547177

553635

Credit Card Complaints

Based on Consumer Complaints

09/24/2013	Credit card
11/05/2013	Credit card
09/29/2013	Credit card
10/23/2013	Credit card
07/19/2014	Credit card
10/17/2013	Credit card
10/29/2013	Credit card
10/23/2013	Credit card
10/07/2013	Credit card
10/17/2013	Credit card
10/17/2013	Credit card
10/23/2013	Credit card
10/07/2013	Credit card
09/30/2013	Credit card
10/23/2013	Credit card
09/30/2013	Credit card
10/07/2013	Credit card
10/29/2013	Credit card
10/29/2013	Credit card
10/29/2013	Credit card
09/30/2013	Credit card

Credit Card Complaints

Based on Consumer Complaints

APR or interest rate

Other

Billing disputes

Payoff process

Billing disputes

Arbitration

Credit determination

Credit card protection / Debt protection

Customer service / Customer relations

APR or interest rate

Transaction issue

APR or interest rate

Billing statement

APR or interest rate

Closing/Cancelling account

Billing disputes

Rewards

Credit determination

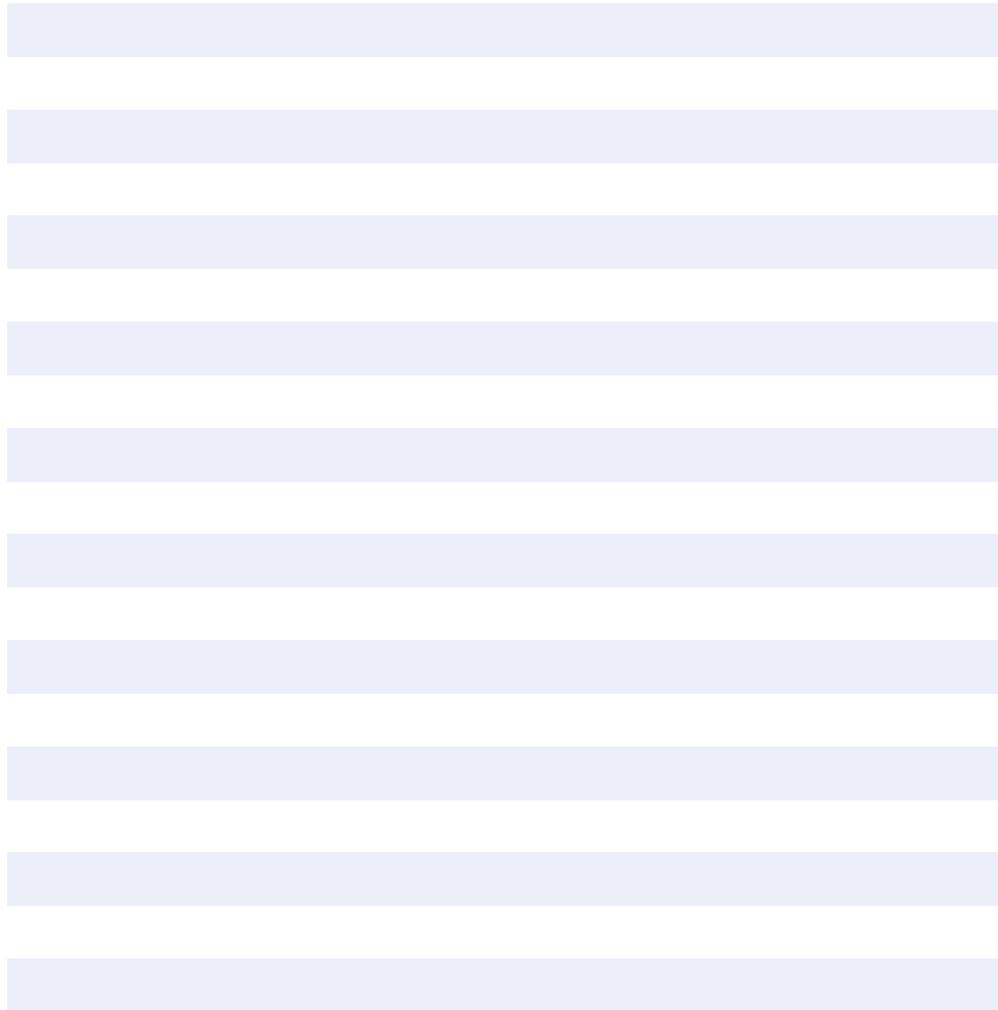
Payoff process

Closing/Cancelling account

Transaction issue

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	OH	43130		N/A
U.S. Bancorp	NC	27295		N/A
Discover	FL	33559		N/A
Amex	NY	10016		N/A
Citibank	MI	48091		N/A
Citibank	MD	20853		N/A
Wells Fargo & Company	PA	19148		N/A
Wells Fargo & Company	CA	90808		N/A
Citibank	CO	81137		N/A
Discover	DE	19711		N/A
Bank of America	WA	98382	Older American	N/A
Capital One	NJ	07922		N/A
Capital One	AR	72908	Older American	N/A
Capital One	CA	92630		N/A
Rabobank	CA	93901		N/A
Discover	CO	80033		N/A
Capital One	CA	91344		N/A
Capital One	CA	90065	Older American	N/A
Synchrony Financial	FL	34602		N/A
Wells Fargo & Company	AR	72160		N/A
Discover	FL	33442	Older American	N/A

Credit Card Complaints

Based on Consumer Complaints

Web	09/24/2013	Closed with explanation	Yes	No
Referral	11/06/2013	Closed with monetary relief	Yes	Yes
Web	09/29/2013	Closed with monetary relief	Yes	No
Web	10/23/2013	Closed with explanation	Yes	No
Web	07/19/2014	Closed with monetary relief	Yes	No
Web	10/16/2013	Closed with monetary relief	Yes	Yes
Phone	10/30/2013	Closed with non-monetary relief	Yes	Yes
Web	10/23/2013	Closed with explanation	Yes	No
Web	10/07/2013	Closed with non-monetary relief	Yes	No
Web	10/17/2013	Closed with monetary relief	Yes	No
Web	10/17/2013	Closed with explanation	Yes	No
Web	10/23/2013	Closed with monetary relief	Yes	No
Web	10/07/2013	Closed with monetary relief	Yes	No
Fax	10/07/2013	Closed with non-monetary relief	Yes	No
Web	10/23/2013	Closed with explanation	Yes	No
Web	09/30/2013	Closed with monetary relief	Yes	No
Web	10/07/2013	Closed with explanation	Yes	Yes
Web	10/29/2013	Closed with explanation	Yes	No
Web	10/29/2013	Closed with monetary relief	Yes	No
Web	10/29/2013	Closed with explanation	Yes	No
Phone	10/01/2013	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

539700

586686

546692

567650

945210

561088

576019

568791

554167

561134

561039

568907

554425

548569

568971

547241

554275

576148

574938

576176

547645

Credit Card Complaints

Based on Consumer Complaints

10/17/2013	Credit card
10/24/2013	Credit card
09/24/2013	Credit card
10/29/2013	Credit card
10/29/2013	Credit card
10/17/2013	Credit card
10/08/2013	Credit card
10/29/2013	Credit card
09/30/2013	Credit card
09/30/2013	Credit card
09/24/2013	Credit card
10/24/2013	Credit card
10/17/2013	Credit card
09/24/2013	Credit card
10/24/2013	Credit card
10/17/2013	Credit card
10/08/2013	Credit card
10/29/2013	Credit card
10/08/2013	Credit card
10/08/2013	Credit card
10/08/2013	Credit card

Credit Card Complaints

Based on Consumer Complaints

Delinquent account

Billing statement

Credit line increase/decrease

Overlimit fee

Advertising and marketing

Advertising and marketing

Closing/Cancelling account

Closing/Cancelling account

Other

Closing/Cancelling account

Billing disputes

Other

Billing disputes

Billing disputes

Delinquent account

Other

Identity theft / Fraud / Embezzlement

Billing disputes

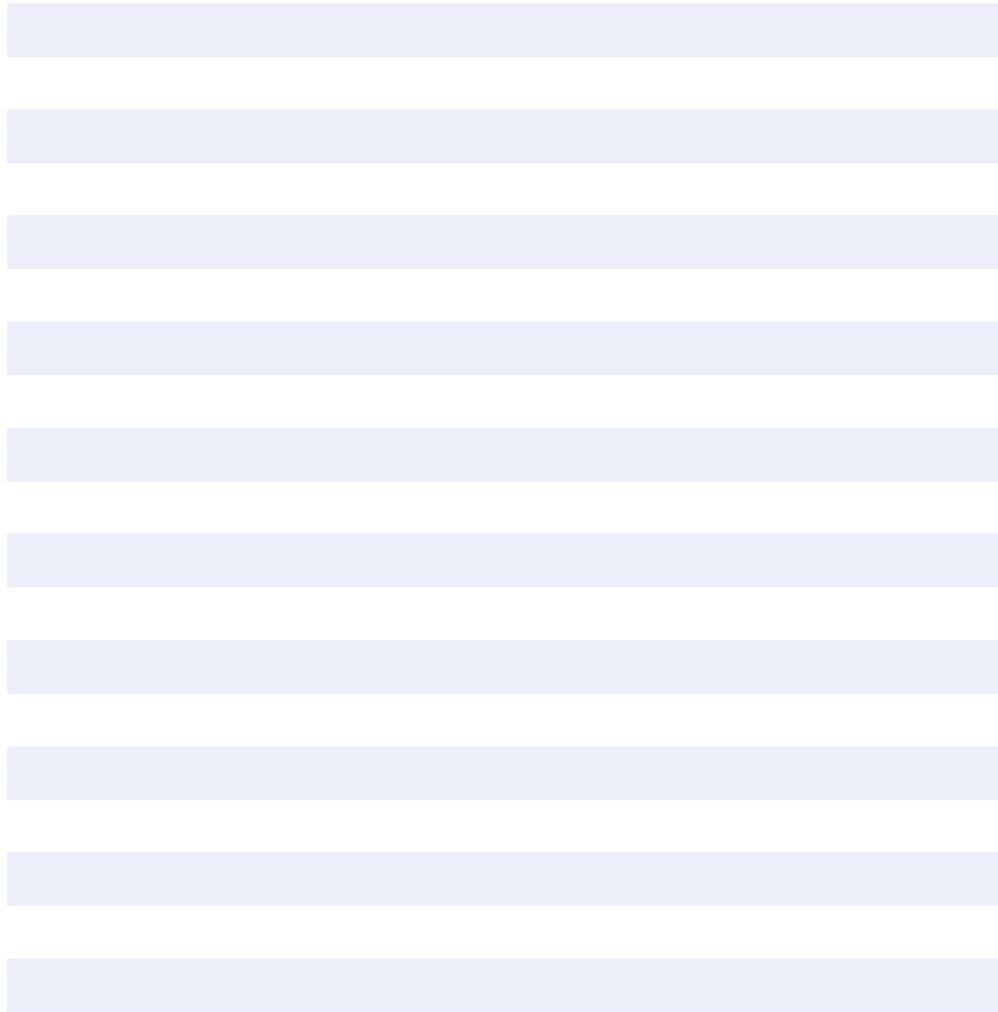
Billing statement

Other

Identity theft / Fraud / Embezzlement

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Synchrony Financial	CO	81004		N/A
Capital One	FL	32812		N/A
Citibank	CA	93101	Older American	N/A
Capital One	TX	78727	Older American	N/A
Synovus Bank	MA	02169		N/A
Citibank	NJ	07032	Older American	N/A
Amex	MD	21784	Older American	N/A
Synchrony Financial	CA	90086	Older American	N/A
Capital One	CA	94565		N/A
Bank of America	NC	28052		N/A
Fifth Third Financial Corporation	OH	44266		N/A
Citibank	CA	92025		N/A
JPMorgan Chase & Co.	CA	92602		N/A
Citibank	TN	37932		N/A
JPMorgan Chase & Co.	NH	03225		N/A
Citibank	NJ	07078		N/A
Bank of America	MI	48103		N/A
Bank of America	TX	76065		N/A
Citibank	OH	45342		N/A
Bank of America	IL	60076		N/A
Synchrony Financial	CA	90606		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	10/17/2013	Closed with explanation	Yes	No
Web	10/23/2013	Closed with monetary relief	Yes	No
Web	09/25/2013	Closed with monetary relief	Yes	No
Web	10/29/2013	Closed with explanation	Yes	No
Referral	10/30/2013	Closed with explanation	Yes	No
Web	10/17/2013	Closed with non-monetary relief	Yes	Yes
Web	10/08/2013	Closed with explanation	Yes	No
Web	10/29/2013	Closed with non-monetary relief	Yes	No
Referral	10/01/2013	Closed with explanation	Yes	No
Referral	10/01/2013	Closed with explanation	Yes	No
Web	09/24/2013	Closed with monetary relief	Yes	No
Referral	10/28/2013	Closed with explanation	Yes	Yes
Web	10/17/2013	Closed with monetary relief	Yes	No
Referral	09/25/2013	Closed with monetary relief	Yes	Yes
Web	10/24/2013	Closed with explanation	Yes	No
Referral	10/18/2013	Closed with explanation	Yes	No
Web	10/08/2013	Closed with explanation	Yes	No
Referral	12/30/2013	Closed with explanation	Yes	No
Web	10/08/2013	Closed with explanation	Yes	No
Web	10/08/2013	Closed with explanation	Yes	No
Postal mail	10/09/2013	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

561303

569491

540083

574934

576274

562472

554806

576277

547749

547750

540198

570799

561449

540260

569686

561483

554686

574950

555005

555488

555157

Credit Card Complaints

Based on Consumer Complaints

10/29/2013	Credit card
10/29/2013	Credit card
11/07/2013	Credit card
11/07/2013	Credit card
11/07/2013	Credit card
11/08/2013	Credit card
11/02/2013	Credit card
10/24/2013	Credit card
11/08/2013	Credit card
10/30/2013	Credit card
11/03/2013	Credit card
10/24/2013	Credit card
11/03/2013	Credit card
11/03/2013	Credit card
10/17/2013	Credit card
10/30/2013	Credit card
10/17/2013	Credit card
10/18/2013	Credit card
11/04/2013	Credit card
10/30/2013	Credit card
11/04/2013	Credit card

Credit Card Complaints

Based on Consumer Complaints

Billing disputes

Other fee

Credit determination

Credit determination

APR or interest rate

Identity theft / Fraud / Embezzlement

Advertising and marketing

Billing disputes

Identity theft / Fraud / Embezzlement

Closing/Cancelling account

Identity theft / Fraud / Embezzlement

Other

Identity theft / Fraud / Embezzlement

Rewards

Billing disputes

Billing disputes

Billing disputes

Advertising and marketing

Closing/Cancelling account

Payoff process

Closing/Cancelling account

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Wells Fargo & Company	NJ	08201		N/A
Bank of America	NV	19850		N/A
JPMorgan Chase & Co.	NY	10001		N/A
Barclays PLC	NY	10001		N/A
Barclays PLC	OH	45224		N/A
Citibank	TX	75201	Older American	N/A
Discover	NJ	07002		N/A
Citibank	CA	92869		N/A
Citibank	IL	60618		N/A
U.S. Bancorp	CA	95490	Older American	N/A
JPMorgan Chase & Co.	AZ	85215		N/A
Citibank	CA	90275	Older American	N/A
Capital One	MI	48146	Older American	N/A
Amex	IL	60554		N/A
JPMorgan Chase & Co.	NV	89413		N/A
JPMorgan Chase & Co.	IL	60084		N/A
JPMorgan Chase & Co.	MO	65655	Older American	N/A
Citibank	WI	54455		N/A
USAA Savings	DE	19711	Servicemember	N/A
Capital One				N/A
Capital One	IL	60031	Servicemember	N/A

Credit Card Complaints

Based on Consumer Complaints

Web	10/29/2013	Closed with monetary relief	Yes	Yes
Referral	10/30/2013	Closed with explanation	Yes	No
Web	11/07/2013	Closed with explanation	Yes	Yes
Web	11/07/2013	Closed with explanation	Yes	Yes
Web	11/07/2013	Closed with explanation	Yes	No
Referral	11/13/2013	Closed with explanation	Yes	No
Web	11/02/2013	Closed with explanation	Yes	No
Web	10/24/2013	Closed with explanation	Yes	Yes
Postal mail	11/12/2013	Closed with explanation	Yes	No
Web	10/30/2013	Closed with monetary relief	Yes	No
Web	11/03/2013	Closed with explanation	Yes	No
Web	10/24/2013	Closed with non-monetary relief	Yes	No
Web	11/03/2013	Closed with explanation	Yes	Yes
Web	11/03/2013	Closed with explanation	Yes	No
Referral	10/21/2013	Closed with monetary relief	Yes	No
Web	10/30/2013	Closed with monetary relief	Yes	No
Web	10/17/2013	Closed with monetary relief	Yes	No
Referral	10/18/2013	Closed with non-monetary relief	Yes	No
Web	11/04/2013	Closed with explanation	Yes	Yes
Web	10/30/2013	Closed with explanation	Yes	No
Referral	11/06/2013	Closed with monetary relief	Yes	No

Credit Card Complaints

Based on Consumer Complaints

576582

576634

590694

590697

590651

591344

582589

571097

590850

577091

582644

569403

581398

582660

562144

577679

562189

562821

583266

577794

583629

Credit Card Complaints

Based on Consumer Complaints

10/30/2013	Credit card
10/18/2013	Credit card
10/18/2013	Credit card
10/30/2013	Credit card
10/18/2013	Credit card
10/30/2013	Credit card
11/04/2013	Credit card
11/04/2013	Credit card
11/08/2013	Credit card
10/30/2013	Credit card
11/04/2013	Credit card
11/04/2013	Credit card
11/04/2013	Credit card
08/05/2014	Credit card
11/08/2013	Credit card
11/09/2013	Credit card

Credit Card Complaints

Based on Consumer Complaints

Payoff process

Bankruptcy

Other

Transaction issue

Privacy

Overlimit fee

Closing/Cancelling account

APR or interest rate

APR or interest rate

Overlimit fee

Billing disputes

Forbearance / Workout plans

Rewards

Other

Billing disputes

Other

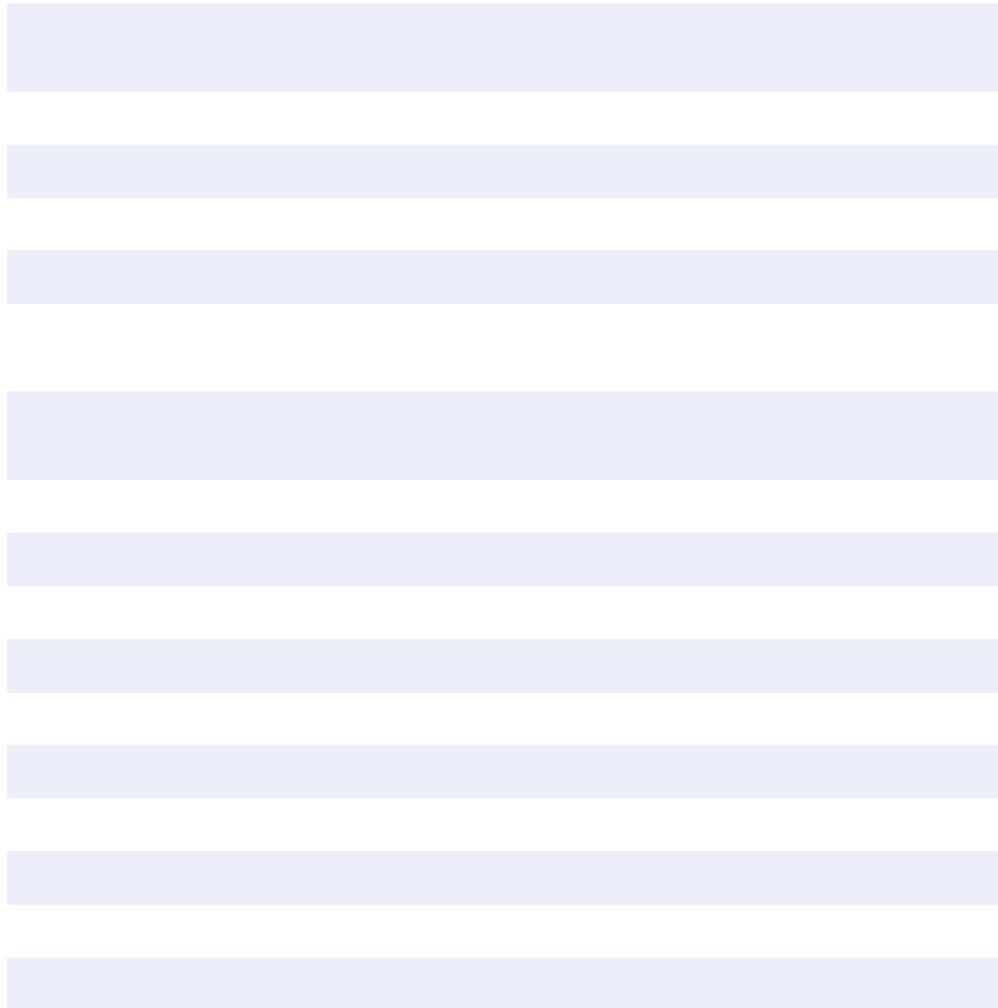
Billing disputes

Closing/Cancelling account

Customer service / Customer relations

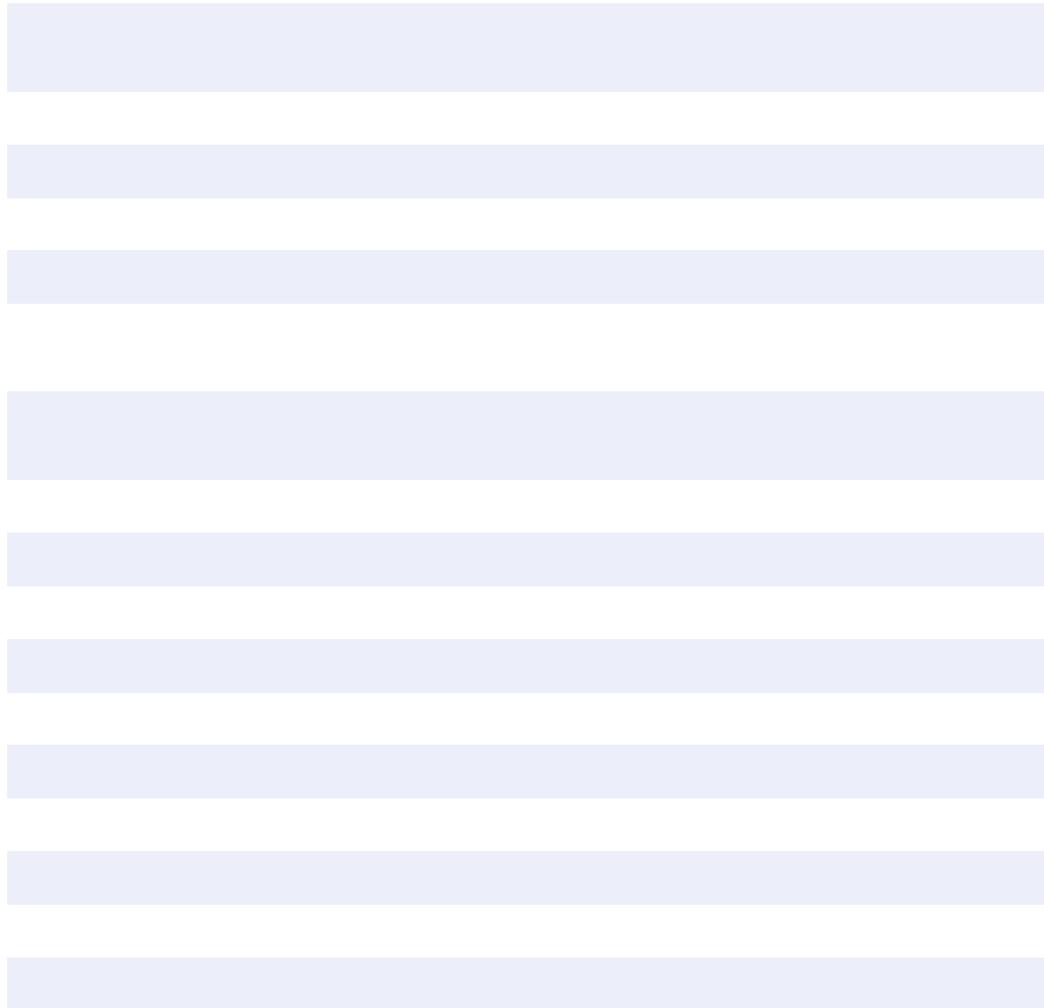
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Synchrony Financial	AL	36117	Servicemember	N/A
Navy FCU	CA	93311	Older American, Servicemember	N/A
Capital One	WI	53168	Older American	N/A
HSBC North America Holdings Inc.	AZ	85226		N/A
Capital One	LA	70802	Older American	N/A
Synchrony Financial	NY	10027		N/A
Bank of America	CA	94572	Older American, Servicemember	N/A
U.S. Bancorp	WA	98247	Older American, Servicemember	N/A
Synchrony Financial	NC	27526	Older American	N/A
JPMorgan Chase & Co.	NJ	07026		N/A
Amex	NJ	07024		N/A
Synchrony Financial	TX	77009		N/A
Citibank	NJ	08701		N/A
JPMorgan Chase & Co.	MD	20895		N/A
Bank of America	WA	98225		N/A
Discover	TX	75235		N/A
Capital One	SD	57042	Older American	N/A
JPMorgan Chase & Co.	NY	10017		N/A
Citibank	NV	89109		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	10/30/2013	Closed with explanation	Yes	No
Referral	10/18/2013	Closed with monetary relief	Yes	No
Web	10/25/2013	Closed with non-monetary relief	Yes	No
Web	10/30/2013	Closed with explanation	Yes	No
Phone	10/18/2013	Closed with explanation	Yes	No
Web	11/01/2013	Closed with monetary relief	Yes	No
Phone	11/06/2013	Closed with explanation	Yes	Yes
Phone	11/05/2013	Closed with explanation	Yes	No
Phone	11/13/2013	Closed with explanation	Yes	No
Web	10/30/2013	Closed with explanation	Yes	No
Web	11/04/2013	Closed with explanation	Yes	No
Web	11/04/2013	Closed with monetary relief	Yes	No
Fax	11/06/2013	Closed with explanation	Yes	No
Postal mail	08/07/2014	Closed with explanation	Yes	No
Web	11/08/2013	Closed with explanation	Yes	No
Web	11/08/2013	Closed with explanation	Yes	No
Web	11/11/2013	Closed with monetary relief	Yes	No
Web	11/08/2013	Closed with explanation	Yes	Yes
Web	11/09/2013	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

577841

563147

562852

577910

562933

578893

583761

583765

592101

578112

583329

585120

584095

969120

593147

590743

592575

592584

591309

Credit Card Complaints

Based on Consumer Complaints

11/09/2013	Credit card
10/08/2013	Credit card
11/09/2013	Credit card
11/04/2013	Credit card
10/08/2013	Credit card
10/08/2013	Credit card
10/08/2013	Credit card
11/04/2013	Credit card
10/09/2013	Credit card
10/09/2013	Credit card
11/09/2013	Credit card
11/09/2013	Credit card
11/09/2013	Credit card
08/14/2014	Credit card
11/10/2013	Credit card
10/09/2013	Credit card
11/10/2013	Credit card
11/10/2013	Credit card
11/10/2013	Credit card
10/09/2013	Credit card
10/09/2013	Credit card

Credit Card Complaints

Based on Consumer Complaints

Other

Delinquent account

Balance transfer

Closing/Cancelling account

Closing/Cancelling account

Other

Closing/Cancelling account

Closing/Cancelling account

Identity theft / Fraud / Embezzlement

Balance transfer

Other

Identity theft / Fraud / Embezzlement

Other

Billing disputes

APR or interest rate

Other

Cash advance fee

Billing disputes

Billing statement

Billing disputes

Billing disputes

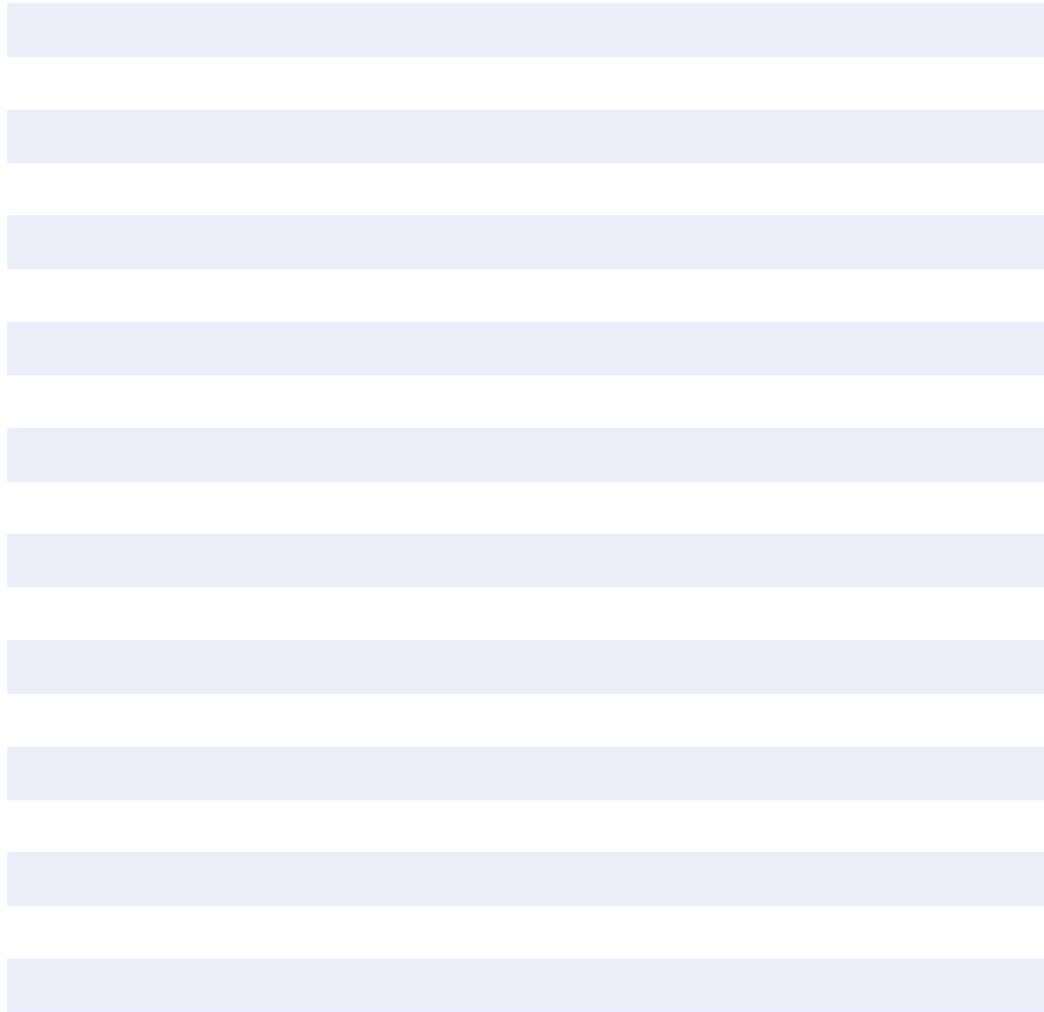
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Citibank	NV	89109		N/A
Synchrony Financial	OH	43138		N/A
Citibank	NY	10960		N/A
Synchrony Financial	TX	75159		N/A
Synchrony Financial	MD	21222		N/A
Discover	NY	11233		N/A
Synchrony Financial	MD	21222		N/A
Capital One	NY	11212		N/A
Citibank	NY	11375		N/A
Synchrony Financial	FL	34607		N/A
Capital One	TN	37129		N/A
Wells Fargo & Company	CA	94588		N/A
FirstBank of Puerto Rico	FL	34747	Older American	N/A
Barclays PLC	PA	18249		N/A
JPMorgan Chase & Co.	TX	77479		N/A
Bank of America	RI	02838		N/A
Capital One	TX	77498		N/A
Synchrony Financial	OR	97330		N/A
Citibank	NY	10704		N/A
JPMorgan Chase & Co.	IL	60194		N/A
BMO Harris	NC	28303		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	11/12/2013	Closed with non-monetary relief	Yes	No
Postal mail	10/09/2013	Closed with explanation	Yes	No
Web	11/09/2013	Closed with monetary relief	Yes	No
Web	11/04/2013	Closed with monetary relief	Yes	No
Web	10/08/2013	Closed with non-monetary relief	Yes	Yes
Web	10/09/2013	Closed with explanation	Yes	No
Web	10/09/2013	Closed with non-monetary relief	Yes	Yes
Web	11/04/2013	Closed with explanation	Yes	No
Web	10/09/2013	Closed with explanation	Yes	No
Referral	10/09/2013	Closed with explanation	Yes	No
Web	11/18/2013	Closed with explanation	Yes	No
Web	11/09/2013	Closed with explanation	Yes	No
Web	11/09/2013	Closed with explanation	Yes	No
Web	08/18/2014	Closed with monetary relief	Yes	No
Web	11/09/2013	Closed with explanation	Yes	Yes
Web	10/09/2013	Closed with explanation	Yes	No
Web	11/10/2013	Closed with monetary relief	Yes	No
Web	11/10/2013	Closed with monetary relief	Yes	No
Web	11/22/2013	Closed with explanation	Yes	No
Referral	10/10/2013	Closed with explanation	Yes	No
Referral	11/04/2013	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

591310

555424

592607

584481

555511

555446

555512

584532

555885

556012

592706

592708

592722

983946

592749

555955

592817

592834

592848

556252

556076

Credit Card Complaints

Based on Consumer Complaints

10/09/2013	Credit card
11/11/2013	Credit card
07/30/2014	Credit card
11/11/2013	Credit card
10/09/2013	Credit card
10/09/2013	Credit card
10/09/2013	Credit card
11/05/2013	Credit card
11/05/2013	Credit card
10/09/2013	Credit card
10/09/2013	Credit card
11/05/2013	Credit card
10/24/2013	Credit card
10/24/2013	Credit card
10/24/2013	Credit card
09/05/2014	Credit card
11/11/2013	Credit card
10/24/2013	Credit card
11/11/2013	Credit card
10/24/2013	Credit card
11/11/2013	Credit card

Credit Card Complaints

Based on Consumer Complaints

Late fee

Payoff process

Credit determination

Sale of account

Closing/Cancelling account

Billing disputes

Unsolicited issuance of credit card

Billing disputes

Delinquent account

Customer service / Customer relations

Billing disputes

Convenience checks

Other

Other

Other

Other

Transaction issue

Billing disputes

Billing disputes

Customer service / Customer relations

Billing disputes

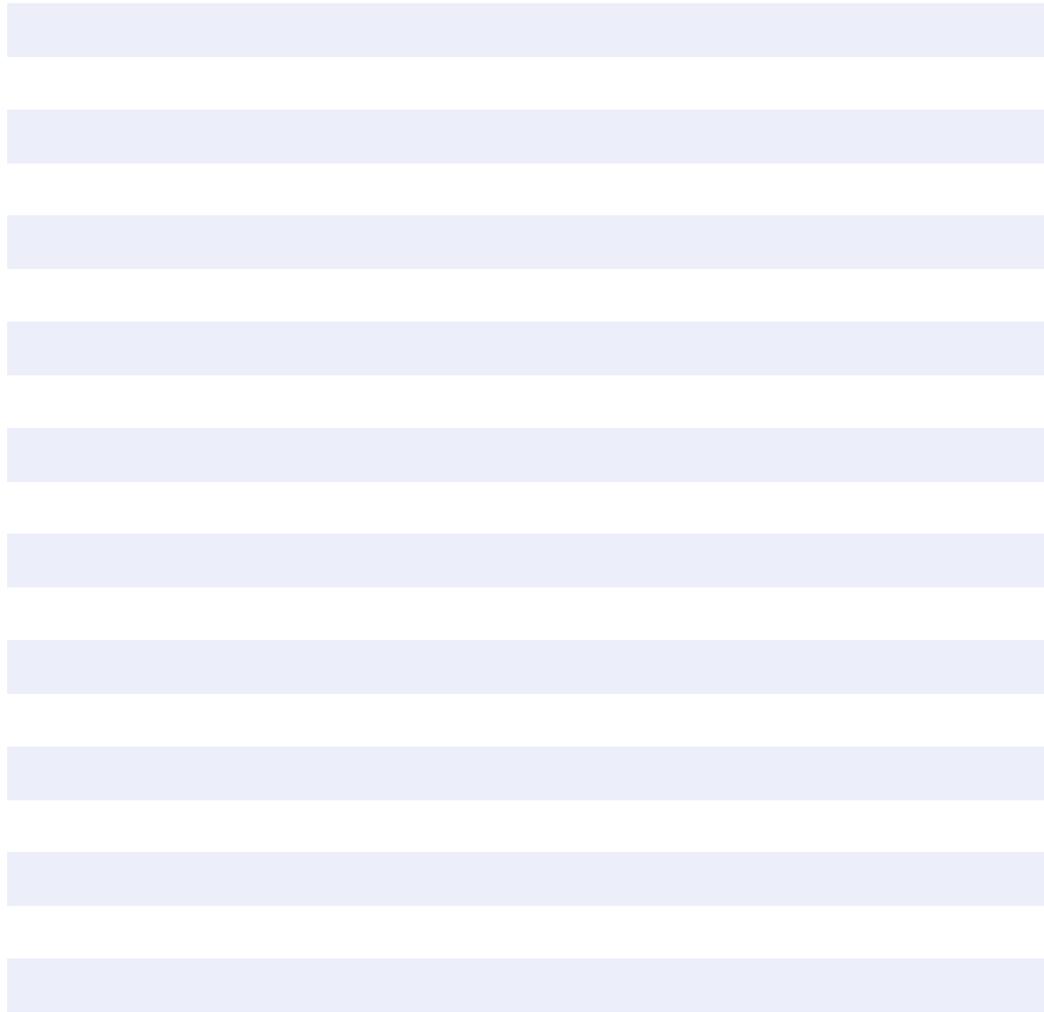
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Bank of America	NY	11021		N/A
Amex	CA	92651		N/A
Amex	OK	74014		N/A
First National Bank of Omaha	TN	37416		N/A
JPMorgan Chase & Co.	NJ	08701		N/A
U.S. Bancorp	TX	76112		N/A
Citibank	PA	19525		N/A
Wells Fargo & Company	NY	10314		N/A
Discover	CA	90631		N/A
Citibank	WV	26330		N/A
Bank of America	DC	20011		N/A
TD Bank US Holding Company	PA	19007		N/A
Bank of America	CA	94131		N/A
Fifth Third Financial Corporation	FL	32033		N/A
Discover	PA	18433		N/A
Amex	CA	93551		N/A
Barclays PLC	NH	03457		N/A
Amex	CA	92071		N/A
Amex	IA	52807		N/A
Citibank	MI	48439		N/A
TD Bank US Holding Company	FL	32833	Servicemember	N/A

Credit Card Complaints

Based on Consumer Complaints

Referral	10/10/2013	Closed with explanation	Yes	Yes
Web	11/12/2013	Closed with explanation	Yes	Yes
Web	07/30/2014	Closed with explanation	Yes	Yes
Web	11/26/2013	Closed with explanation	Yes	Yes
Web	10/09/2013	Closed with explanation	Yes	No
Phone	10/10/2013	Closed with explanation	Yes	No
Web	10/11/2013	Closed with non-monetary relief	Yes	No
Web	11/07/2013	Closed with non-monetary relief	Yes	No
Web	11/05/2013	Closed with explanation	Yes	Yes
Web	10/09/2013	Closed with monetary relief	Yes	No
Referral	10/10/2013	Closed with non-monetary relief	Yes	No
Referral	11/06/2013	Closed with non-monetary relief	Yes	No
Web	10/28/2013	Closed with explanation	Yes	No
Referral	10/25/2013	Closed with explanation	Yes	No
Web	10/24/2013	Closed with non-monetary relief	Yes	Yes
Web	09/05/2014	Closed with explanation	Yes	Yes
Web	11/11/2013	Closed with explanation	Yes	No
Web	10/28/2013	Closed with explanation	Yes	No
Web	11/13/2013	Closed with monetary relief	Yes	No
Web	10/25/2013	Closed with explanation	Yes	Yes
Web	11/14/2013	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

556608

590814

959996

592907

556204

556275

556611

585527

585574

556377

556395

585620

571073

570630

570548

1016076

592941

571098

592950

571135

593018

Credit Card Complaints

Based on Consumer Complaints

10/24/2013	Credit card
10/24/2013	Credit card
11/11/2013	Credit card
10/24/2013	Credit card
10/24/2013	Credit card
11/11/2013	Credit card
10/30/2013	Credit card
11/12/2013	Credit card
10/10/2013	Credit card
10/25/2013	Credit card
10/25/2013	Credit card
11/12/2013	Credit card
10/10/2013	Credit card
10/30/2013	Credit card
10/25/2013	Credit card
11/12/2013	Credit card
10/30/2013	Credit card
11/12/2013	Credit card
10/30/2013	Credit card
11/16/2013	Credit card
11/16/2013	Credit card

Credit Card Complaints

Based on Consumer Complaints

Payoff process

Billing disputes

Transaction issue

Rewards

Closing/Cancelling account

Billing disputes

Other

Credit line increase/decrease

Delinquent account

Unsolicited issuance of credit card

Closing/Cancelling account

Credit card protection / Debt protection

Other

Customer service / Customer relations

APR or interest rate

Transaction issue

Billing disputes

Rewards

Billing disputes

Balance transfer

Unsolicited issuance of credit card

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Bank of America	NJ	08837		N/A
Synchrony Financial	IL	60657		N/A
Barclays PLC	CA	92127	Older American	N/A
JPMorgan Chase & Co.	NJ	07010		N/A
Synchrony Financial	NC	27699		N/A
JPMorgan Chase & Co.	NH	03249		N/A
Bank of America	TX	75035		N/A
Capital One	IL	60409	Servicemember	N/A
Capital One	MO	63146		N/A
BNY Mellon	VA	20147		N/A
Synchrony Financial	TX	77050		N/A
M&T Bank Corporation	DE	19720		N/A
Synchrony Financial	CA	94590		N/A
JPMorgan Chase & Co.	OR	97385	Older American	N/A
Barclays PLC	MA	02143		N/A
Barclays PLC	NY	11738	Servicemember	N/A
Amex	FL	32256		N/A
Capital One	LA	70065		N/A
Citibank	GA	30014	Older American	N/A
Synchrony Financial	NY	11235		N/A
Citibank	OH	43235		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	10/24/2013	Closed with explanation	Yes	Yes
Web	10/24/2013	Closed with monetary relief	Yes	No
Web	11/11/2013	Closed with explanation	Yes	Yes
Referral	10/25/2013	Closed with explanation	Yes	No
Referral	10/25/2013	Closed with explanation	Yes	No
Web	11/11/2013	Closed with explanation	Yes	No
Referral	11/01/2013	Closed with monetary relief	Yes	No
Web	11/11/2013	Closed with explanation	Yes	Yes
Web	10/10/2013	Closed with monetary relief	Yes	No
Web	10/28/2013	Closed with explanation	Yes	No
Web	10/28/2013	Closed with non-monetary relief	Yes	No
Fax	11/15/2013	Closed with monetary relief	Yes	No
Referral	10/16/2013	Closed with explanation	Yes	No
Web	10/30/2013	Closed with explanation	Yes	Yes
Web	10/25/2013	Closed with monetary relief	Yes	No
Web	11/12/2013	Closed with explanation	Yes	No
Web	11/05/2013	Closed with explanation	Yes	No
Web	11/12/2013	Closed with explanation	Yes	No
Referral	11/04/2013	Closed with monetary relief	Yes	No
Web	11/16/2013	Closed with explanation	Yes	No
Web	11/26/2013	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

569572

570709

593029

570743

570745

593079

577219

593697

556662

571396

571410

593368

557482

578449

571449

593796

578508

593886

578575

601341

601342

Credit Card Complaints

Based on Consumer Complaints

10/10/2013	Credit card
11/12/2013	Credit card
11/16/2013	Credit card
11/12/2013	Credit card
10/31/2013	Credit card
10/10/2013	Credit card
10/31/2013	Credit card
10/10/2013	Credit card
11/21/2013	Credit card
11/12/2013	Credit card
10/10/2013	Credit card
11/16/2013	Credit card
10/31/2013	Credit card
10/10/2013	Credit card
10/25/2013	Credit card
11/16/2013	Credit card
10/31/2013	Credit card
10/31/2013	Credit card
11/17/2013	Credit card
10/11/2013	Credit card
11/05/2013	Credit card

Credit Card Complaints

Based on Consumer Complaints

Other fee

Billing disputes

Payoff process

Billing disputes

Customer service / Customer relations

Customer service / Customer relations

Other

Identity theft / Fraud / Embezzlement

Transaction issue

Other

Customer service / Customer relations

Closing/Cancelling account

Rewards

Billing disputes

Billing disputes

APR or interest rate

Identity theft / Fraud / Embezzlement

Billing disputes

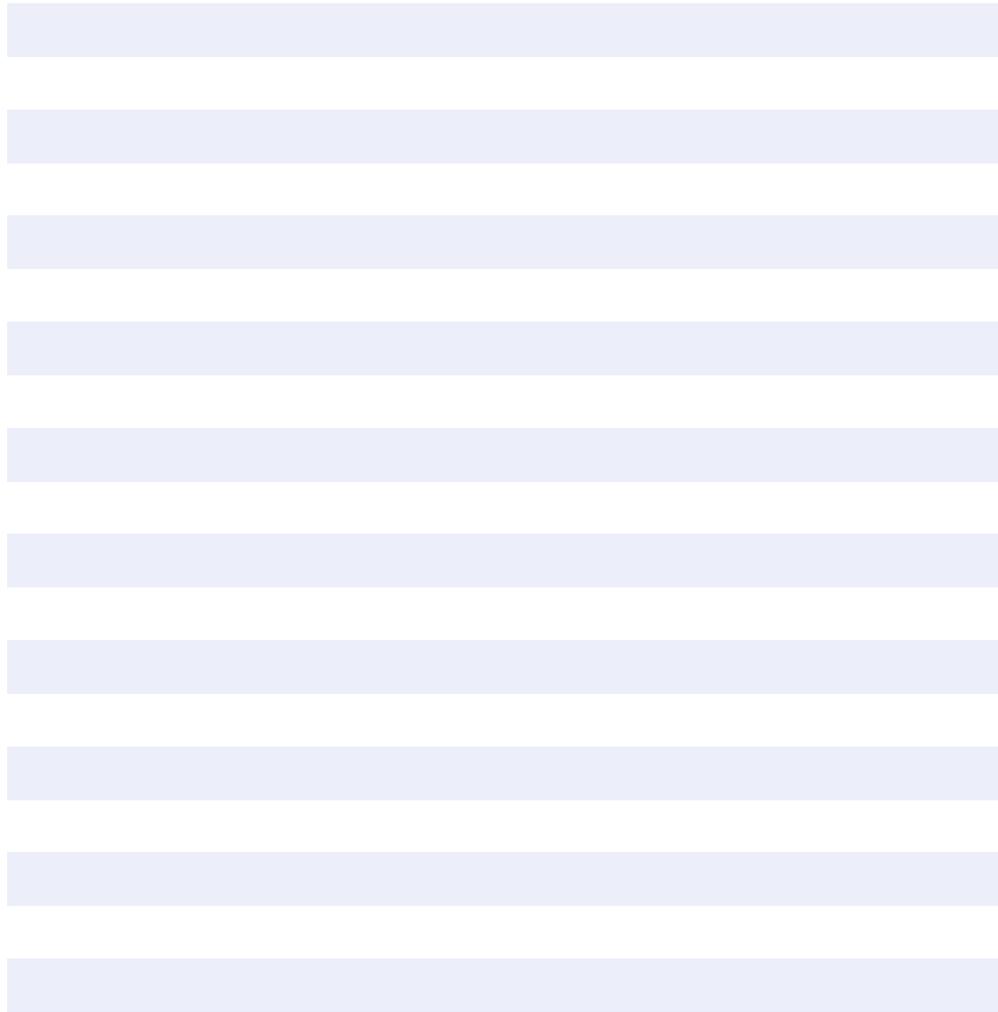
Other

Billing disputes

Late fee

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Citibank	CA	92660	N/A
Amex	DE	19808	N/A
Commerce Bank	OH	45121	N/A
JPMorgan Chase & Co.	TX	78045	N/A
Citibank	TX	77338	N/A
Wells Fargo & Company	TX	75042	N/A
Amex	TX	75235	N/A
HSBC North America Holdings Inc.	NY	10704	N/A
USAA Savings	OR	97229	N/A
Capital One	MI	49202	N/A
Navy FCU	VA	23320	N/A
Bank of America	PR	18966	N/A
Bank of America	TN	37212	N/A
Wells Fargo & Company	CA	92570	N/A
Bank of America	OR	97202	N/A
Capital One	FL	34982	N/A
TD Bank US Holding Company	MA	01742	N/A
JPMorgan Chase & Co.	NY	13662	N/A
Citibank	GA	30058	N/A
Capital One	NY	11385	N/A
Citibank	MD	21228	N/A

Credit Card Complaints

Based on Consumer Complaints

Web	10/10/2013	Closed with monetary relief	Yes	No
Web	11/12/2013	Closed with explanation	Yes	Yes
Web	12/02/2013	Closed with explanation	Yes	No
Postal mail	11/13/2013	Closed with explanation	Yes	No
Web	10/30/2013	Closed with explanation	Yes	Yes
Referral	10/11/2013	Closed with explanation	Yes	Yes
Web	10/30/2013	Closed with explanation	Yes	No
Referral	10/16/2013	Closed with monetary relief	Yes	No
Web	11/21/2013	Closed with explanation	Yes	No
Phone	11/13/2013	Closed with explanation	Yes	Yes
Referral	10/11/2013	Closed with monetary relief	Yes	Yes
Web	11/16/2013	Closed with explanation	Yes	No
Web	10/31/2013	Closed with explanation	Yes	Yes
Referral	10/11/2013	Closed with explanation	Yes	No
Web	10/25/2013	Closed with explanation	Yes	No
Web	11/16/2013	Closed with monetary relief	Yes	No
Web	10/31/2013	Closed with explanation	Yes	No
Referral	11/04/2013	Closed with monetary relief	Yes	Yes
Web	11/20/2013	Closed with explanation	Yes	Yes
Web	10/10/2013	Closed with explanation	Yes	No
Phone	11/06/2013	Closed with monetary relief	Yes	No

Credit Card Complaints

Based on Consumer Complaints

557207

593933

601410

593951

579110

557265

578919

557336

608135

593973

557269

601436

579249

557282

571609

601470

579267

579054

601100

557651

586069

Credit Card Complaints

Based on Consumer Complaints

10/25/2013	Credit card
11/17/2013	Credit card
10/25/2013	Credit card
11/18/2013	Credit card
11/18/2013	Credit card
10/25/2013	Credit card
10/11/2013	Credit card
11/22/2013	Credit card
11/18/2013	Credit card
11/22/2013	Credit card
11/22/2013	Credit card
10/11/2013	Credit card
11/22/2013	Credit card
10/25/2013	Credit card
10/11/2013	Credit card
11/12/2013	Credit card
11/22/2013	Credit card
10/25/2013	Credit card

Credit Card Complaints

Based on Consumer Complaints

Credit determination

Other

Rewards

Billing disputes

Closing/Cancelling account

Late fee

Advertising and marketing

Unsolicited issuance of credit card

Delinquent account

Identity theft / Fraud / Embezzlement

Other

Other

Credit determination

Credit card protection / Debt protection

Advertising and marketing

Advertising and marketing

Other

Credit determination

Billing disputes

Advertising and marketing

Billing disputes

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

PayPal Holdings, Inc.	IL	60047		N/A
JPMorgan Chase & Co.	MD	21046	Servicemember	N/A
Bank of America	OH	43143	Older American	N/A
Discover	UT	84130	Older American	N/A
Citibank	FL	34981		N/A
Citibank	FL	32502		N/A
Citibank	OH	45066		N/A
Citibank	TX	78225		N/A
Citibank	VA	20121		N/A
Bank of America	CT	06461		N/A
Citibank	PA	17112		N/A
Capital One	LA	70815		N/A
Citibank	OH	44046		N/A
Bank of America	NY	11214	Older American	N/A
Wells Fargo & Company	CA	94523		N/A
Citibank	AZ	85022		N/A
JPMorgan Chase & Co.	LA	70525		N/A
Capital One	CA	95660		N/A
Citibank	NY	11716		N/A
JPMorgan Chase & Co.	AZ	85749	Older American	N/A
Citibank	NC	27616		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	10/25/2013	Closed with explanation	Yes	No
Web	11/17/2013	Closed with monetary relief	Yes	No
Web	11/22/2013	Closed with explanation	Yes	No
Web	11/17/2013	Closed with explanation	Yes	No
Web	11/17/2013	Closed with monetary relief	Yes	No
Web	10/28/2013	Closed with monetary relief	Yes	No
Web	11/17/2013	Closed with non-monetary relief	Yes	No
Web	11/19/2013	Closed with explanation	Yes	No
Web	10/28/2013	Closed with explanation	Yes	Yes
Referral	10/11/2013	Closed with explanation	Yes	Yes
Web	11/21/2013	Closed with monetary relief	Yes	No
Referral	11/19/2013	Closed with monetary relief	Yes	No
Web	11/21/2013	Closed with explanation	Yes	Yes
Web	12/02/2013	Closed with explanation	Yes	No
Web	10/11/2013	Closed with explanation	Yes	No
Web	11/21/2013	Closed with non-monetary relief	Yes	No
Referral	10/25/2013	Closed with explanation	Yes	Yes
Postal mail	10/11/2013	Closed with explanation	Yes	No
Referral	11/13/2013	Closed with explanation	Yes	No
Web	11/21/2013	Closed with explanation	Yes	No
Phone	10/25/2013	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

571771

601550

600799

601585

601587

571733

601600

601211

571777

557814

610312

601782

609848

610123

557839

609845

571817

557849

594265

608348

571859

Credit Card Complaints

Based on Consumer Complaints

10/11/2013	Credit card
10/31/2013	Credit card
11/05/2013	Credit card
11/22/2013	Credit card
10/26/2013	Credit card
10/25/2013	Credit card
10/11/2013	Credit card
10/11/2013	Credit card
10/18/2013	Credit card
10/11/2013	Credit card
10/18/2013	Credit card
11/22/2013	Credit card
10/25/2013	Credit card
11/22/2013	Credit card
10/11/2013	Credit card
11/22/2013	Credit card
11/18/2013	Credit card
09/02/2014	Credit card
11/05/2013	Credit card
11/05/2013	Credit card
11/12/2013	Credit card

Credit Card Complaints

Based on Consumer Complaints

APR or interest rate

Credit card protection / Debt protection

Other

Late fee

Late fee

Billing disputes

Billing disputes

Other

Privacy

Identity theft / Fraud / Embezzlement

Billing disputes

APR or interest rate

Closing/Cancelling account

Transaction issue

Credit determination

Credit line increase/decrease

Credit card protection / Debt protection

Other

Balance transfer

Unsolicited issuance of credit card

Billing disputes

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Citibank	FL	33703		N/A
Capital One	NJ	07604		N/A
JPMorgan Chase & Co.	CA	96001	Older American	N/A
Regions Financial Corporation	AL	35217		N/A
Capital One	NY	11102		N/A
Capital One	NC	27613		N/A
The Huntington National Bank				N/A
Bank of America	CA	95901		N/A
Capital One	TN	38464		N/A
JPMorgan Chase & Co.	IL	60491		N/A
Capital One	OH	43228		N/A
JPMorgan Chase & Co.	SD	57049		N/A
Citibank	KS	67226		N/A
Bank of America	CA	92172		N/A
Barclays PLC	WA	98011		N/A
Amex	FL	33602		N/A
Capital One	NY	11743		N/A
Wells Fargo & Company	NY	11767		N/A
JPMorgan Chase & Co.	PA	18049		N/A
JPMorgan Chase & Co.	TX	75010		N/A
Citibank	WA	98499		N/A

Credit Card Complaints

Based on Consumer Complaints

Postal mail	10/15/2013	Closed with non-monetary relief	Yes	No
Web	10/31/2013	Closed with monetary relief	Yes	No
Web	11/05/2013	Closed with explanation	Yes	Yes
Postal mail	11/22/2013	Closed with monetary relief	Yes	No
Web	10/25/2013	Closed with monetary relief	Yes	No
Web	10/25/2013	Closed with explanation	Yes	No
Referral	10/15/2013	Closed with monetary relief	Yes	No
Referral	10/16/2013	Closed with explanation	Yes	No
Web	10/18/2013	Closed with explanation	Yes	No
Fax	10/15/2013	Closed with explanation	Yes	No
Web	10/18/2013	Closed with explanation	Yes	No
Web	11/22/2013	Closed with explanation	Yes	No
Web	10/29/2013	Closed with explanation	Yes	No
Referral	11/25/2013	Closed with explanation	Yes	No
Postal mail	10/15/2013	Closed with non-monetary relief	Yes	No
Web	11/22/2013	Closed with explanation	Yes	Yes
Web	11/21/2013	Closed with explanation	Yes	Yes
Web	09/02/2014	Closed with explanation	Yes	No
Web	11/05/2013	Closed with explanation	Yes	No
Web	11/12/2013	Closed with non-monetary relief	Yes	Yes
Phone	11/13/2013	Closed with explanation	Yes	Yes

Credit Card Complaints

Based on Consumer Complaints

557908

578967

586303

609884

572468

571799

557976

557977

563226

558590

563248

610234

571949

610116

558025

608538

600654

1009934

586428

585324

594513

Credit Card Complaints

Based on Consumer Complaints

11/12/2013	Credit card
11/05/2013	Credit card
11/20/2013	Credit card
11/12/2013	Credit card
11/22/2013	Credit card
10/25/2013	Credit card
10/18/2013	Credit card
11/12/2013	Credit card
11/05/2013	Credit card
10/18/2013	Credit card
11/05/2013	Credit card
10/18/2013	Credit card
11/05/2013	Credit card
11/22/2013	Credit card
10/31/2013	Credit card
10/26/2013	Credit card
10/26/2013	Credit card
10/26/2013	Credit card
11/18/2013	Credit card
11/06/2013	Credit card
10/19/2013	Credit card

Credit Card Complaints

Based on Consumer Complaints

Billing statement

Balance transfer

Sale of account

Identity theft / Fraud / Embezzlement

Other fee

Late fee

Advertising and marketing

Other

Payoff process

Delinquent account

Closing/Cancelling account

Other

Closing/Cancelling account

Billing statement

Identity theft / Fraud / Embezzlement

Billing disputes

Other fee

Delinquent account

Rewards

Payoff process

Credit card protection / Debt protection

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	FL	34761		N/A
Bank of America	FL	33614		N/A
Synchrony Financial	VA	23451		N/A
Bank of America	GA	30331	Servicemember	N/A
Citibank	NY	11220		N/A
Capital One	MS	39060		N/A
Citibank	FL	32757		N/A
JPMorgan Chase & Co.	NV	89436		N/A
Capital One	PA	19026		N/A
Bank of America	OR	97303		N/A
Synchrony Financial	TX	75963		N/A
HSBC North America Holdings Inc.	NY	11204		N/A
Barclays PLC	HI	96753		N/A
Synovus Bank	CA	94611		N/A
Capital One	TN	37620		N/A
Amex	FL	33446	Older American	N/A
U.S. Bancorp	NY	14521	Older American	N/A
HSBC North America Holdings Inc.	IL	61938		N/A
Citibank	IL	60622		N/A
Bank of America	GA	30273		N/A
JPMorgan Chase & Co.	NY	10044		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	11/12/2013	Closed with explanation	Yes	No
Referral	11/06/2013	Closed with explanation	Yes	No
Web	11/20/2013	Closed with explanation	Yes	No
Phone	11/13/2013	Closed with explanation	Yes	Yes
Referral	11/25/2013	Closed with explanation	Yes	No
Web	10/28/2013	Closed with monetary relief	Yes	No
Web	10/18/2013	Closed with explanation	Yes	No
Web	11/12/2013	Closed with explanation	Yes	No
Web	11/05/2013	Closed with explanation	Yes	No
Referral	10/21/2013	Closed with non-monetary relief	Yes	No
Web	11/05/2013	Closed with non-monetary relief	Yes	No
Referral	10/23/2013	Closed with explanation	Yes	Yes
Web	11/12/2013	Closed with explanation	Yes	Yes
Web	11/22/2013	Closed with explanation	Yes	No
Web	11/05/2013	Closed with non-monetary relief	Yes	No
Referral	10/28/2013	Closed with explanation	Yes	No
Web	10/29/2013	Closed with explanation	Yes	No
Web	10/28/2013	Closed with explanation	Yes	No
Web	11/18/2013	Closed with non-monetary relief	Yes	No
Web	11/06/2013	Closed with explanation	Yes	No
Web	10/19/2013	Closed with explanation	Yes	Yes

Credit Card Complaints

Based on Consumer Complaints

594557

586708

605176

593265

608664

572237

563593

594718

586714

563736

586745

563741

586755

608993

580176

572462

572495

572932

602424

587518

563925

Credit Card Complaints

Based on Consumer Complaints

11/13/2013	Credit card
11/06/2013	Credit card
10/19/2013	Credit card
10/27/2013	Credit card
11/06/2013	Credit card
10/20/2013	Credit card
10/20/2013	Credit card
11/18/2013	Credit card
11/13/2013	Credit card
10/20/2013	Credit card
11/13/2013	Credit card
10/20/2013	Credit card
11/22/2013	Credit card
11/13/2013	Credit card
10/21/2013	Credit card
11/13/2013	Credit card
10/21/2013	Credit card

Credit Card Complaints

Based on Consumer Complaints

Forbearance / Workout plans

Advertising and marketing

Identity theft / Fraud / Embezzlement

Other

Identity theft / Fraud / Embezzlement

Identity theft / Fraud / Embezzlement

Closing/Cancelling account

Delinquent account

Rewards

Billing statement

Billing disputes

Other

APR or interest rate

Delinquent account

Billing disputes

Advertising and marketing

Billing disputes

Credit determination

Delinquent account

Closing/Cancelling account

Delinquent account

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Bank of America	WA	98109		N/A
Wells Fargo & Company	FL	33825		N/A
HSBC North America Holdings Inc.	CA	95073	Older American	N/A
Discover	IL	60148		N/A
Capital One	GA	30577		N/A
Capital One	FL	33449	Older American	N/A
Citibank	FL	33437	Older American	N/A
Citibank	MO	63368		N/A
TD Bank US Holding Company	NH	03060		N/A
Citibank	NV	89131		N/A
PNC Bank N.A.	VA	22039		N/A
Citibank	MD	20853		N/A
Capital One	TX	76227		N/A
Capital One	UT	84021		N/A
JPMorgan Chase & Co.	CA	91304		N/A
JPMorgan Chase & Co.	MT	59105		N/A
Bank of America	CA	90027		N/A
JPMorgan Chase & Co.	CA	92264		N/A
Capital One	TX	75149		N/A
Citibank	FL	33330		N/A
Capital One	FL	33062		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	11/13/2013	Closed with explanation	Yes	No
Referral	11/06/2013	Closed with explanation	Yes	No
Web	10/28/2013	Closed with explanation	Yes	Yes
Web	10/26/2013	Closed with monetary relief	Yes	Yes
Web	10/27/2013	Closed with explanation	Yes	No
Web	10/28/2013	Closed with explanation	Yes	Yes
Web	10/27/2013	Closed with explanation	Yes	No
Web	10/27/2013	Closed with monetary relief	Yes	No
Web	11/06/2013	Closed with non-monetary relief	Yes	Yes
Web	10/24/2013	Closed with explanation	Yes	No
Web	10/20/2013	Closed with explanation	Yes	No
Web	11/26/2013	Closed with monetary relief	Yes	No
Web	11/14/2013	Closed with explanation	Yes	No
Web	10/20/2013	Closed with explanation	Yes	No
Referral	11/15/2013	Closed with explanation	Yes	No
Web	10/22/2013	Closed with explanation	Yes	Yes
Web	11/22/2013	Closed with monetary relief	Yes	No
Postal mail	11/19/2013	Closed with explanation	Yes	No
Web	10/21/2013	Closed with explanation	Yes	No
Phone	11/20/2013	Closed with explanation	Yes	No
Web	10/21/2013	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

595616

589157

563973

572616

572633

572650

572654

572657

587236

564042

564166

600755

595298

564106

595570

564117

609390

595779

564435

595803

564594

Credit Card Complaints

Based on Consumer Complaints

11/06/2013	Credit card
11/25/2013	Credit card
10/21/2013	Credit card
11/18/2013	Credit card
10/21/2013	Credit card
11/18/2013	Credit card
10/21/2013	Credit card
11/23/2013	Credit card
11/23/2013	Credit card
11/23/2013	Credit card
11/19/2013	Credit card
10/21/2013	Credit card
11/19/2013	Credit card
10/21/2013	Credit card
11/19/2013	Credit card
10/21/2013	Credit card
11/06/2013	Credit card
11/24/2013	Credit card
11/24/2013	Credit card
10/21/2013	Credit card
10/21/2013	Credit card

Credit Card Complaints

Based on Consumer Complaints

Credit determination

Rewards

Transaction issue

Identity theft / Fraud / Embezzlement

Other

Closing/Cancelling account

Billing disputes

Late fee

Identity theft / Fraud / Embezzlement

Billing disputes

Unsolicited issuance of credit card

Other

Transaction issue

Credit card protection / Debt protection

Rewards

Billing disputes

Billing disputes

Transaction issue

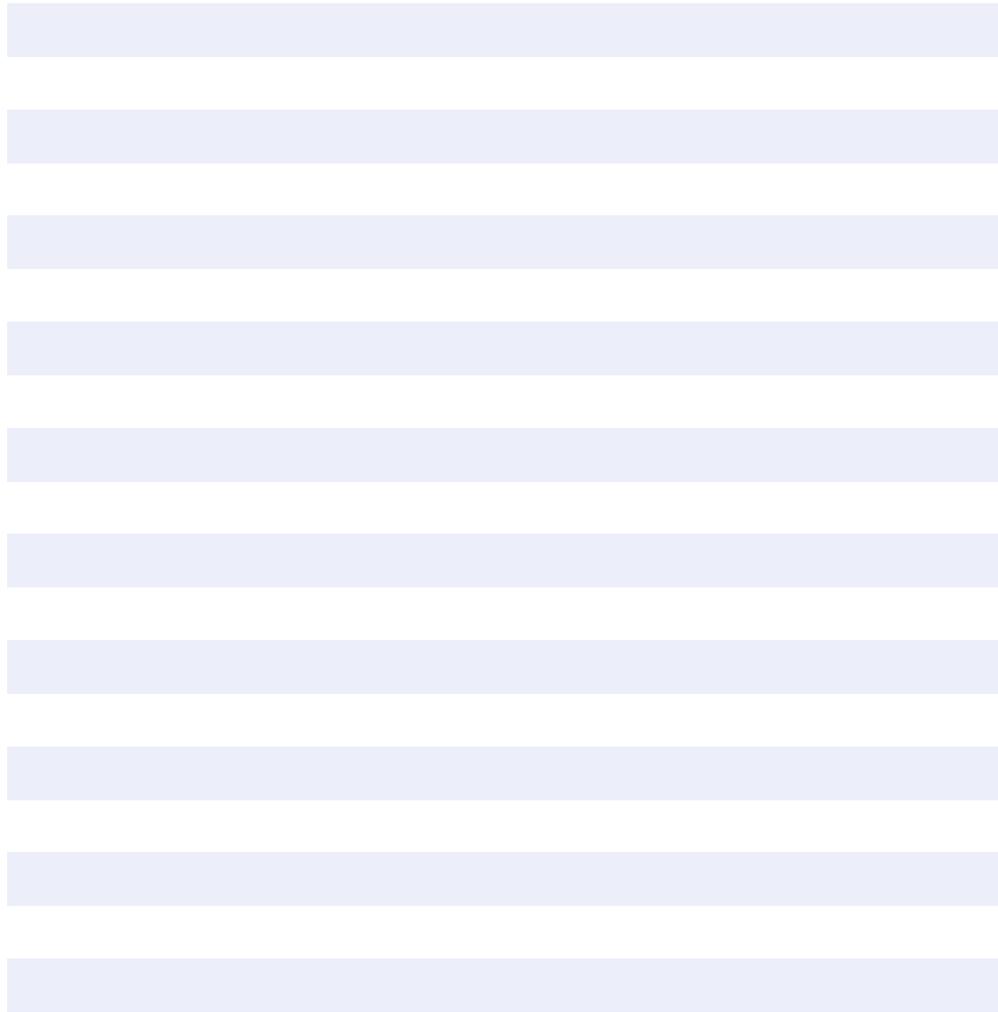
Credit card protection / Debt protection

Late fee

Identity theft / Fraud / Embezzlement

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

First National Bank of Omaha	FL	33922	Older American	N/A
Citibank	PA	19380	Older American	N/A
Amex	MO	63385		N/A
Bank of America	CA	94587		N/A
HSBC North America Holdings Inc.	MD	21136		N/A
Bank of America	WA	98277		N/A
Citibank	NJ	07604		N/A
Synchrony Financial	VA	22508		N/A
JPMorgan Chase & Co.	VA	22033		N/A
Amex	FL	33025		N/A
Capital One	NC	28210		N/A
Associated Bank	WI	54501		N/A
JPMorgan Chase & Co.	CA	92101		N/A
Amex	CA	94043		N/A
Bank of America	HI	96814		N/A
Capital One	GA	30170		N/A
Fifth Third Financial Corporation	FL	33306	Older American	N/A
U.S. Bancorp	MN	55337		N/A
Discover	NY	11420		N/A
TD Bank US Holding Company	NJ	07063	Older American	N/A
Synchrony Financial	NV	89533	Older American	N/A

Credit Card Complaints

Based on Consumer Complaints

Phone	11/07/2013	Closed with explanation	Yes	No
Web	11/26/2013	Closed with explanation	Yes	No
Web	10/22/2013	Closed with explanation	Yes	No
Web	11/18/2013	Closed with explanation	Yes	Yes
Web	10/29/2013	Closed with explanation	Yes	No
Web	11/18/2013	Closed with explanation	Yes	Yes
Web	10/21/2013	Closed with non-monetary relief	Yes	Yes
Web	12/03/2013	Closed with monetary relief	Yes	No
Web	11/26/2013	Closed with explanation	Yes	No
Web	11/23/2013	Closed with monetary relief	Yes	No
Web	11/26/2013	Closed with explanation	Yes	No
Referral	10/22/2013	Closed with explanation	Yes	No
Web	11/18/2013	Closed with explanation	Yes	No
Web	10/21/2013	Closed with monetary relief	Yes	No
Web	11/20/2013	Closed with explanation	Yes	Yes
Web	10/22/2013	Closed with explanation	Yes	No
Web	11/06/2013	Closed with explanation	Yes	No
Web	11/24/2013	Closed with monetary relief	Yes	No
Web	11/24/2013	Closed with explanation	Yes	No
Fax	10/24/2013	Closed with explanation	Yes	Yes
Web	10/24/2013	Closed with non-monetary relief	Yes	No

Credit Card Complaints

Based on Consumer Complaints

587780

610335

564642

602794

564438

603277

564509

609527

609542

609548

603336

564712

602902

564750

603405

564768

587310

609700

609715

565007

565109

Credit Card Complaints

Based on Consumer Complaints

10/21/2013	Credit card
10/21/2013	Credit card
10/22/2013	Credit card
11/19/2013	Credit card
10/22/2013	Credit card
10/22/2013	Credit card
10/22/2013	Credit card
10/28/2013	Credit card
10/28/2013	Credit card
09/18/2014	Credit card
10/28/2013	Credit card
11/19/2013	Credit card
10/28/2013	Credit card
11/19/2013	Credit card
11/01/2013	Credit card
10/22/2013	Credit card
10/28/2013	Credit card
11/19/2013	Credit card

Credit Card Complaints

Based on Consumer Complaints

Billing disputes

Billing disputes

Other

Customer service / Customer relations

Billing disputes

Billing disputes

Billing disputes

Identity theft / Fraud / Embezzlement

Billing statement

Billing disputes

Credit card protection / Debt protection

Credit determination

Other

Sale of account

Credit determination

Other

APR or interest rate

APR or interest rate

Other

Other

Late fee

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	NY	11102		N/A
PayPal Holdings, Inc.	NY	11102		N/A
Citibank	GA	30223		N/A
Citibank	CA	94588		N/A
Citibank	MD	20906		N/A
Citibank	VA	22033		N/A
Barclays PLC	TX	76574		N/A
JPMorgan Chase & Co.	FL	33306	Older American	N/A
JPMorgan Chase & Co.	IL	60060		N/A
Discover	TN	38018		N/A
Discover	AL	36870		N/A
Synchrony Financial				N/A
Citibank	VA	24060		N/A
Federated Capital Corporation	PA	15101	Older American	N/A
Bank of America	MO	63020		N/A
Discover	IL	60143		N/A
Discover	IN	47546		N/A
Citibank	NE	68107	Older American	N/A
Amex	GA	30068		N/A
Capital One	GA	31763		N/A
Synchrony Financial	NJ	07061		N/A

Credit Card Complaints

Based on Consumer Complaints

Postal mail	10/22/2013	Closed with explanation	Yes	Yes
Postal mail	10/22/2013	Closed with explanation	Yes	No
Postal mail	10/24/2013	Closed with explanation	Yes	No
Postal mail	10/24/2013	Closed with explanation	Yes	No
Web	10/29/2013	Closed with explanation	Yes	No
Web	10/22/2013	Closed with monetary relief	Yes	No
Postal mail	11/19/2013	Closed with explanation	Yes	No
Web	11/12/2013	Closed with monetary relief	Yes	No
Web	10/22/2013	Closed with explanation	Yes	No
Web	10/22/2013	Closed with explanation	Yes	No
Web	10/28/2013	Closed with monetary relief	Yes	No
Postal mail	10/28/2013	Closed with explanation	Yes	No
Web	09/18/2014	Closed with explanation	Yes	No
Web	10/28/2013	Closed with explanation	Yes	No
Postal mail	11/21/2013	Closed with non-monetary relief	Yes	Yes
Postal mail	10/28/2013	Closed with explanation	Yes	No
Referral	11/21/2013	Closed with explanation	Yes	No
Web	11/01/2013	Closed with explanation	Yes	No
Web	10/28/2013	Closed with explanation	Yes	Yes
Phone	10/28/2013	Closed with monetary relief	Yes	No
Postal mail	01/03/2014	Closed with monetary relief	Yes	No

Credit Card Complaints

Based on Consumer Complaints

565325

565326

567613

566131

566146

566152

602923

567276

566476

566565

573322

573374

1034111

573421

603447

573511

603499

581268

566786

573601

602817

Credit Card Complaints

Based on Consumer Complaints

11/01/2013	Credit card
11/19/2013	Credit card
10/28/2013	Credit card
10/28/2013	Credit card
11/25/2013	Credit card
11/01/2013	Credit card
11/19/2013	Credit card
11/25/2013	Credit card
10/28/2013	Credit card
11/25/2013	Credit card
10/22/2013	Credit card
11/01/2013	Credit card
10/22/2013	Credit card
10/22/2013	Credit card
10/28/2013	Credit card
11/19/2013	Credit card
11/01/2013	Credit card
11/13/2013	Credit card
11/19/2013	Credit card
10/23/2013	Credit card
10/28/2013	Credit card

Credit Card Complaints

Based on Consumer Complaints

Identity theft / Fraud / Embezzlement

Billing disputes

Other

Credit card protection / Debt protection

Application processing delay

Delinquent account

Application processing delay

Billing statement

Billing disputes

Billing disputes

Credit line increase/decrease

Transaction issue

Payoff process

Other

Other

Credit determination

Other

Other

Identity theft / Fraud / Embezzlement

Billing disputes

Billing disputes

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	IL	60618		N/A
Capital One	NJ	08505		N/A
Wells Fargo & Company	VA	22150		N/A
Credit Card Receivables Fund Incorporated	MT	59808	Older American	N/A
Amex	MS	39553		N/A
Oliphant Financial Corporation	MO	63136		N/A
Citibank	TX	78225		N/A
Discover	TX	77077		N/A
Capital One	FL	33306		N/A
Citibank	DE	19806		N/A
Amex	FL	32157		N/A
Amex	GA	30004		N/A
Citibank	VA	24523		N/A
Amex	PR	00683	Older American	N/A
JPMorgan Chase & Co.	TX	76052	Older American	N/A
Citibank	MD	20746		N/A
Synchrony Financial	MI	48240		N/A
Capital One	VA	20171		N/A
Discover	IL	60459		N/A
Amex	CA	91932		N/A
Capital One	PA	16055		N/A

Credit Card Complaints

Based on Consumer Complaints

Referral	11/04/2013	Closed with explanation	Yes	No
Referral	11/20/2013	Closed with monetary relief	Yes	No
Referral	10/29/2013	Closed with explanation	Yes	Yes
Web	10/28/2013	Closed with explanation	Yes	No
Web	01/14/2014	Closed with explanation	Yes	No
Web	11/05/2013	Closed with explanation	Yes	No
Web	11/26/2013	Closed with monetary relief	Yes	Yes
Web	11/25/2013	Closed with explanation	Yes	No
Web	10/29/2013	Closed with explanation	Yes	No
Postal mail	11/26/2013	Closed with monetary relief	Yes	No
Postal mail	10/24/2013	Closed with explanation	Yes	No
Web	11/05/2013	Closed with explanation	Yes	No
Web	10/22/2013	Closed with monetary relief	Yes	No
Web	11/07/2013	Closed with explanation	Yes	No
Phone	10/28/2013	Closed with explanation	Yes	No
Postal mail	11/20/2013	Closed with non-monetary relief	Yes	No
Referral	11/06/2013	Closed with non-monetary relief	Yes	No
Web	11/13/2013	Closed with explanation	Yes	No
Referral	11/20/2013	Closed with explanation	Yes	Yes
Web	10/23/2013	Closed with explanation	Yes	No
Web	10/28/2013	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

581357

603705

573746

573842

610520

580829

602848

610565

574597

610590

567178

581592

567203

567205

573119

602792

581646

596183

602872

567906

574218

Credit Card Complaints

Based on Consumer Complaints

10/23/2013	Credit card
11/01/2013	Credit card
11/19/2013	Credit card
10/28/2013	Credit card
11/19/2013	Credit card
11/25/2013	Credit card
11/06/2013	Credit card
12/02/2013	Credit card
11/13/2013	Credit card
10/23/2013	Credit card
10/23/2013	Credit card
10/23/2013	Credit card
11/19/2013	Credit card
10/23/2013	Credit card
11/13/2013	Credit card
10/23/2013	Credit card
10/28/2013	Credit card
12/02/2013	Credit card
10/28/2013	Credit card
11/01/2013	Credit card
10/29/2013	Credit card

Credit Card Complaints

Based on Consumer Complaints

Identity theft / Fraud / Embezzlement

Transaction issue

Billing disputes

Other

Advertising and marketing

Credit determination

Delinquent account

Closing/Cancelling account

Delinquent account

Billing disputes

Delinquent account

APR or interest rate

Other

Customer service / Customer relations

Transaction issue

Bankruptcy

Delinquent account

Billing statement

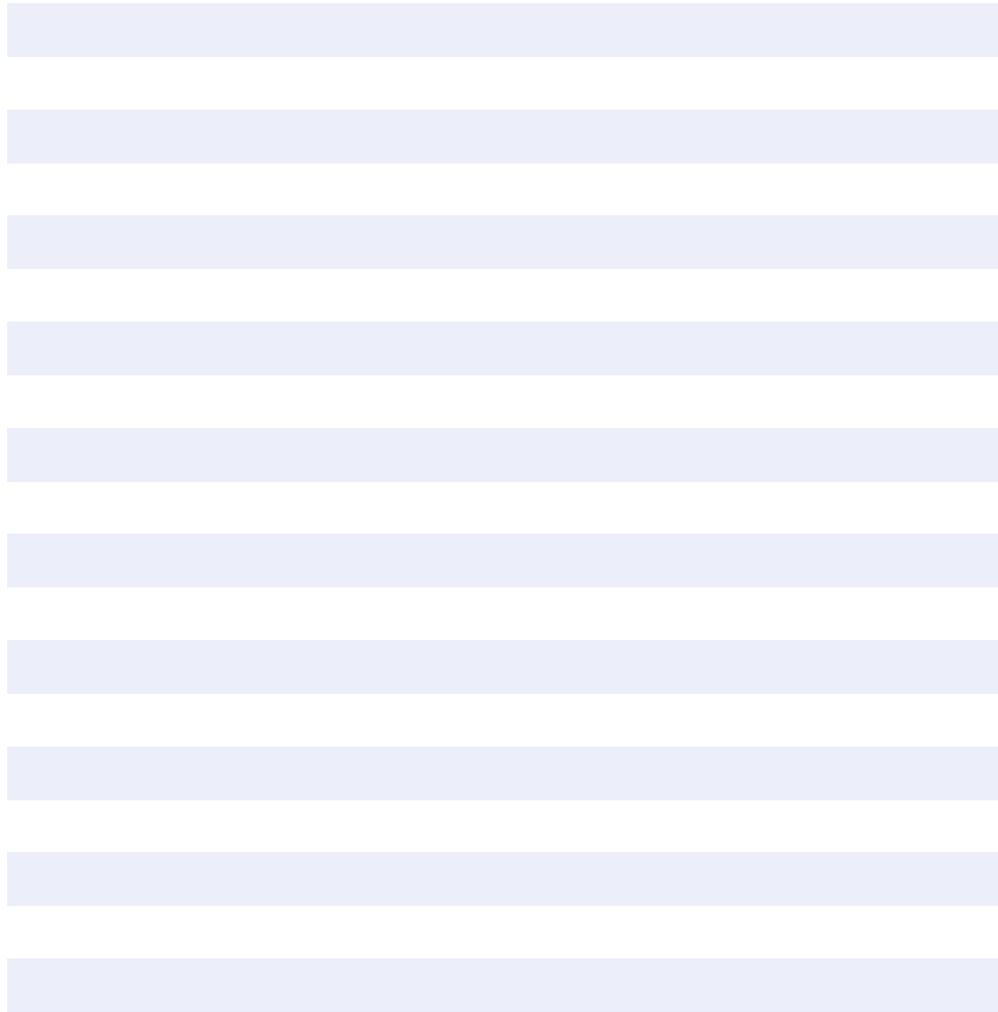
Billing disputes

Billing statement

Identity theft / Fraud / Embezzlement

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Synchrony Financial	FL	33177		N/A
JPMorgan Chase & Co.	CA	94066		N/A
BB&T Financial	MD	21679		N/A
Bank of America	VA	22033		N/A
Bank of America	MD	20740		N/A
Citibank	FL	33185		N/A
Capital One	VA	23462	Older American	N/A
Bank of America	CA	91739		N/A
Amex	CA	94951		N/A
Capital One	IL	60649		N/A
Bank of America	PA	17268		N/A
U.S. Bancorp	WA	99207		N/A
USAA Savings	TX	77089		N/A
JPMorgan Chase & Co.	FL	33418		N/A
Wells Fargo & Company	UT	84106		N/A
Capital One	MA	02472		N/A
USAA Savings	TN	37885		N/A
PNC Bank N.A.	OH	43609		N/A
Citibank	CA	90262	Older American	N/A
Fifth Third Financial Corporation	IL	60148		N/A
Synchrony Financial	WA	98106		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	10/23/2013	Closed with explanation	Yes	No
Fax	11/06/2013	Closed with explanation	Yes	No
Postal mail	11/20/2013	Closed with explanation	Yes	No
Web	10/28/2013	Closed with explanation	Yes	No
Referral	11/20/2013	Closed with explanation	Yes	No
Postal mail	11/25/2013	Closed with explanation	Yes	No
Web	11/06/2013	Closed with non-monetary relief	Yes	No
Phone	12/03/2013	Closed with explanation	Yes	No
Web	11/18/2013	Closed with explanation	Yes	Yes
Web	10/23/2013	Closed with monetary relief	Yes	Yes
Referral	10/24/2013	Closed with explanation	Yes	No
Referral	10/24/2013	Closed with explanation	Yes	No
Phone	11/21/2013	Closed with monetary relief	Yes	No
Web	10/24/2013	Closed with explanation	Yes	Yes
Phone	11/14/2013	Closed with monetary relief	No	No
Web	10/28/2013	Closed with explanation	Yes	No
Web	10/28/2013	Closed with explanation	Yes	Yes
Referral	12/03/2013	Closed with explanation	Yes	No
Web	10/28/2013	Closed with monetary relief	Yes	No
Referral	11/05/2013	Closed with explanation	Yes	No
Web	10/28/2013	Closed with monetary relief	Yes	No

Credit Card Complaints

Based on Consumer Complaints

569362

581144

602894

574270

604693

610825

587196

617639

596473

568063

568171

568211

604423

567929

596603

568109

573094

618104

574552

581945

575171

Credit Card Complaints

Based on Consumer Complaints

10/29/2013	Credit card
10/29/2013	Credit card
10/29/2013	Credit card
12/02/2013	Credit card
10/29/2013	Credit card
11/14/2013	Credit card
11/06/2013	Credit card
11/19/2013	Credit card
12/02/2013	Credit card
10/29/2013	Credit card
11/20/2013	Credit card
11/13/2013	Credit card
10/29/2013	Credit card
11/25/2013	Credit card
12/02/2013	Credit card
11/20/2013	Credit card
11/01/2013	Credit card
11/25/2013	Credit card
11/25/2013	Credit card
11/06/2013	Credit card
11/01/2013	Credit card

Credit Card Complaints

Based on Consumer Complaints

Credit card protection / Debt protection

Credit line increase/decrease

Other

Billing disputes

Overlimit fee

Other

Other

Other

Other

Billing disputes

Billing disputes

Other

Billing disputes

Credit determination

Billing disputes

Transaction issue

Credit card protection / Debt protection

Transaction issue

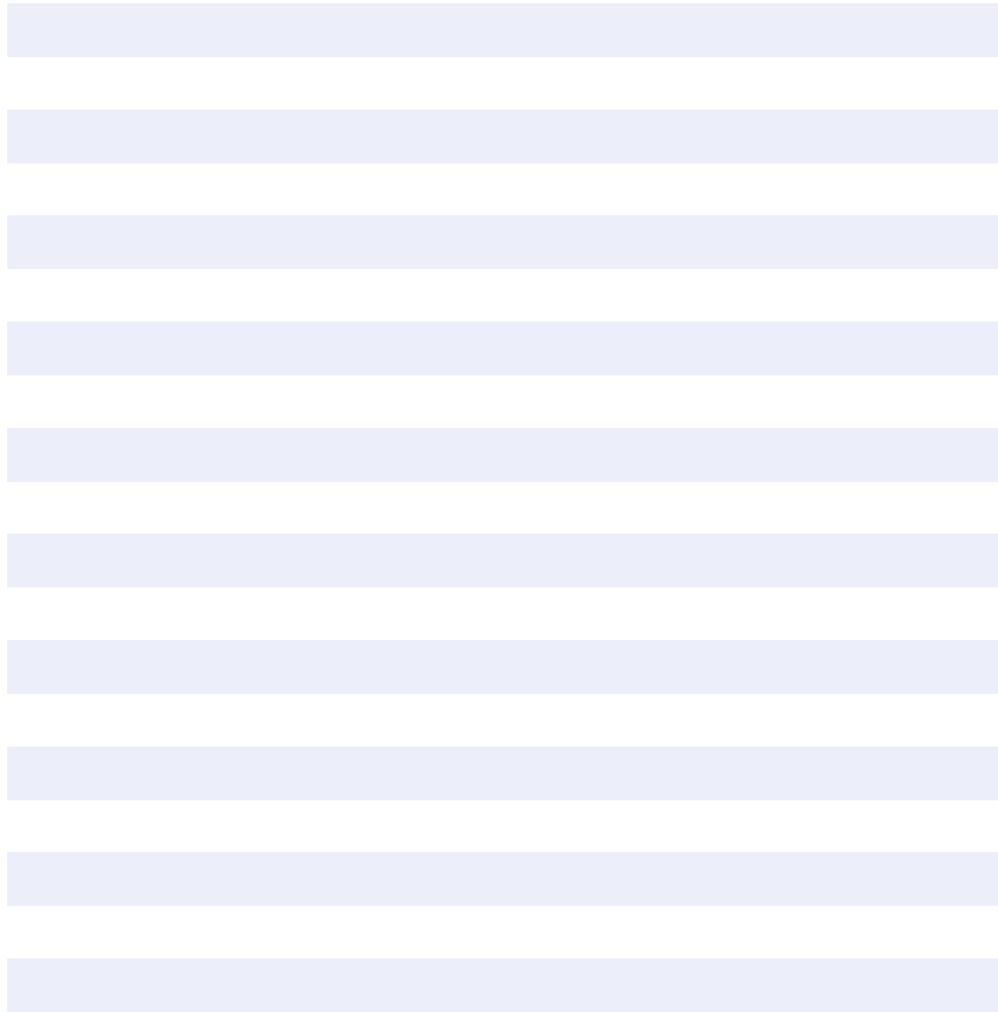
Delinquent account

Late fee

Other

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Capital One	FL	34953		N/A
Wells Fargo & Company	NC	27265		N/A
JPMorgan Chase & Co.	NJ	07010		N/A
Bank of America	CA	91331		N/A
U.S. Bancorp	CA	92629		N/A
Amex	CA	94595		N/A
Synchrony Financial	OR	97502		N/A
Discover	CA	91502		N/A
Fifth Third Financial Corporation	OH	45237	Older American	N/A
Synchrony Financial	NJ	08066		N/A
Capital One	IN	46061		N/A
Citibank	NC	28394	Servicemember	N/A
Capital One	IL	60139		N/A
Synchrony Financial	CA	95610		N/A
JPMorgan Chase & Co.	PA	19054		N/A
Wells Fargo & Company	CA	95010		N/A
PayPal Holdings, Inc.	CO	80918		N/A
Bank of America	RI	02864		N/A
Amex	TX	78254	Servicemember	N/A
JPMorgan Chase & Co.	CA	92116		N/A
U.S. Bancorp	CA	95472		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	11/13/2013	Closed with explanation	Yes	No
Web	10/28/2013	Closed with explanation	Yes	Yes
Web	10/28/2013	Closed with explanation	Yes	No
Referral	12/03/2013	Closed with explanation	Yes	No
Web	10/28/2013	Closed with explanation	Yes	Yes
Web	11/13/2013	Closed with monetary relief	Yes	No
Web	11/06/2013	Closed with explanation	Yes	No
Phone	11/21/2013	Closed with explanation	Yes	No
Phone	12/03/2013	Closed with monetary relief	Yes	No
Web	10/29/2013	Closed with explanation	Yes	No
Web	11/19/2013	Closed with monetary relief	Yes	No
Web	11/14/2013	Closed with explanation	Yes	Yes
Web	10/29/2013	Closed with explanation	Yes	No
Web	12/11/2013	Closed with explanation	Yes	No
Web	12/02/2013	Closed with monetary relief	Yes	No
Web	11/20/2013	Closed with explanation	Yes	No
Web	11/05/2013	Closed with explanation	Yes	Yes
Web	11/25/2013	Closed with monetary relief	Yes	No
Web	11/25/2013	Closed with explanation	Yes	No
Web	11/06/2013	Closed with explanation	Yes	Yes
Web	11/01/2013	Closed with explanation	Yes	Yes

Credit Card Complaints

Based on Consumer Complaints

575180

575190

575194

618251

575006

598128

588553

604704

618203

575240

604848

596845

577044

611280

618002

605425

582886

611222

611751

588835

582209

Credit Card Complaints

Based on Consumer Complaints

11/14/2013	Credit card
11/06/2013	Credit card
11/07/2013	Credit card
11/14/2013	Credit card
11/07/2013	Credit card
11/07/2013	Credit card
09/10/2014	Credit card
11/14/2013	Credit card
12/03/2013	Credit card
11/14/2013	Credit card
11/07/2013	Credit card
11/14/2013	Credit card
11/07/2013	Credit card
02/14/2015	Credit card
11/25/2013	Credit card
11/07/2013	Credit card
11/01/2013	Credit card
12/03/2013	Credit card
11/25/2013	Credit card
11/02/2013	Credit card
11/02/2013	Credit card

Credit Card Complaints

Based on Consumer Complaints

Identity theft / Fraud / Embezzlement

APR or interest rate

Billing statement

Customer service / Customer relations

Customer service / Customer relations

Closing/Cancelling account

Other

Customer service / Customer relations

Billing statement

Advertising and marketing

Transaction issue

Delinquent account

Transaction issue

Closing/Cancelling account

Transaction issue

Billing disputes

Credit determination

Closing/Cancelling account

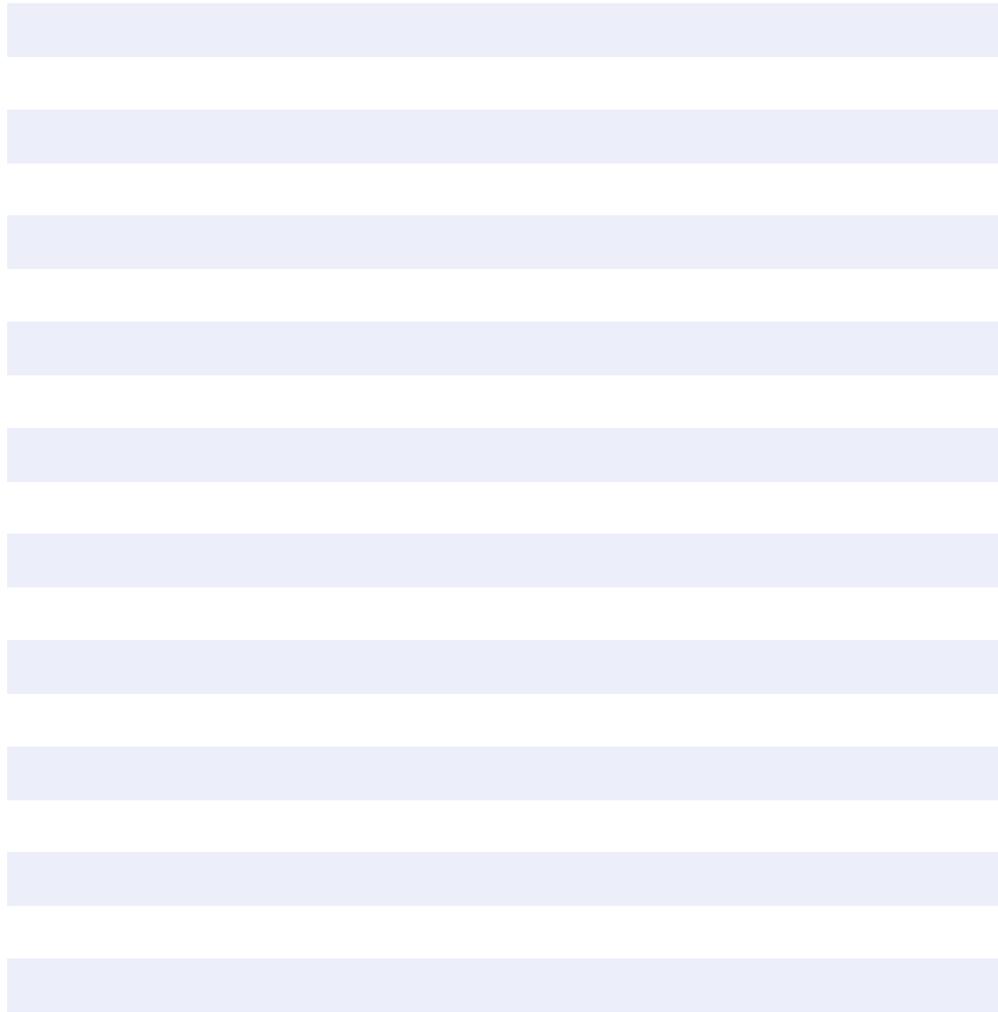
Credit card protection / Debt protection

Other fee

Late fee

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

First National Bank of Omaha	FL	33578		N/A
Citibank	FL	33155		N/A
Citibank	MO	64108		N/A
Capital One	MD	20744		N/A
Citibank	CO	80224		N/A
Amex	CO	80224		N/A
Capital One	MI	48624	Older American	N/A
Citibank	PA	19341		N/A
PayPal Holdings, Inc.	CA	93060		N/A
Fifth Third Financial Corporation	IL	61063		N/A
Bank of America	VA	22314		N/A
Synchrony Financial	FL	33613		N/A
JPMorgan Chase & Co.	CA	92009		N/A
Discover	MI	48864		N/A
HSBC North America Holdings Inc.	NY	14220		N/A
Amex	NY	10016		N/A
Capital One	MO	64118	Older American	N/A
Citibank	GA	30101		N/A
Capital One	NY	14891		N/A
Citibank	FL	33463		N/A
Bank of America	HI	96825		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	11/13/2013	Closed with monetary relief	Yes	No
Web	11/06/2013	Closed with monetary relief	Yes	No
Referral	11/08/2013	Closed with explanation	Yes	Yes
Web	11/13/2013	Closed with explanation	Yes	No
Referral	11/08/2013	Closed with explanation	Yes	No
Referral	11/08/2013	Closed with non-monetary relief	Yes	No
Web	09/10/2014	Closed with explanation	Yes	Yes
Web	11/13/2013	Closed with explanation	Yes	Yes
Web	12/03/2013	Closed with monetary relief	Yes	No
Web	11/14/2013	Closed with monetary relief	Yes	No
Web	11/06/2013	Closed with explanation	Yes	No
Referral	11/18/2013	Closed with explanation	Yes	No
Web	11/07/2013	Closed with explanation	Yes	No
Web	02/14/2015	Closed with explanation	Yes	No
Web	12/11/2013	Closed with monetary relief	Yes	Yes
Web	11/07/2013	Closed with explanation	Yes	No
Postal mail	11/06/2013	Closed with explanation	Yes	No
Web	12/09/2013	Closed with monetary relief	Yes	No
Web	11/26/2013	Closed with monetary relief	Yes	No
Web	11/02/2013	Closed with explanation	Yes	No
Web	11/13/2013	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

600603

589406

589417

597459

589888

589889

1022224

598183

618775

598203

589524

598216

589573

1240981

611589

589583

582398

618891

611642

582492

582494

Credit Card Complaints

Based on Consumer Complaints

11/26/2013	Credit card
11/14/2013	Credit card
12/03/2013	Credit card
11/02/2013	Credit card
11/14/2013	Credit card
12/03/2013	Credit card
11/07/2013	Credit card
11/14/2013	Credit card
11/07/2013	Credit card
12/03/2013	Credit card
11/26/2013	Credit card
11/07/2013	Credit card
11/26/2013	Credit card
11/14/2013	Credit card
12/03/2013	Credit card
11/07/2013	Credit card
12/03/2013	Credit card
11/26/2013	Credit card
12/10/2013	Credit card
12/03/2013	Credit card
12/03/2013	Credit card

Credit Card Complaints

Based on Consumer Complaints

Late fee

Billing disputes

Billing disputes

Transaction issue

Advertising and marketing

APR or interest rate

Closing/Cancelling account

Billing disputes

Identity theft / Fraud / Embezzlement

Credit line increase/decrease

Rewards

Billing disputes

Identity theft / Fraud / Embezzlement

Billing disputes

Other

Other

Closing/Cancelling account

Billing disputes

Credit determination

Closing/Cancelling account

Other

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

U.S. Bancorp	FL	32082		N/A
Citibank	IA	52403	Older American	N/A
Fifth Third Financial Corporation	OH	45429		N/A
Capital One	FL	34787		N/A
JPMorgan Chase & Co.	OH	44001		N/A
Amex	MI	48104		N/A
Synchrony Financial	NY	11434		N/A
Citibank	GA	30215	Servicemember	N/A
Citibank	MA	02215		N/A
JPMorgan Chase & Co.	FL	33884	Older American	N/A
Wells Fargo & Company	GA	30062	Older American	N/A
Citibank				N/A
Bank of America	CA	92210		N/A
Capital One	MN	55356		N/A
JPMorgan Chase & Co.	NC	28216		N/A
Amex	PA	19123	Servicemember	N/A
Northland Group, Inc.	TX	79423		N/A
Citibank	NJ	07663		N/A
Capital One	CA	92583		N/A
JPMorgan Chase & Co.	CA	90210		N/A
Synchrony Financial	CA	90063		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	11/25/2013	Closed with explanation	Yes	No
Phone	11/14/2013	Closed with monetary relief	Yes	No
Web	12/03/2013	Closed with monetary relief	Yes	No
Web	11/02/2013	Closed with non-monetary relief	Yes	No
Web	11/14/2013	Closed with explanation	Yes	No
Web	12/03/2013	Closed with monetary relief	Yes	No
Phone	11/08/2013	Closed with explanation	Yes	No
Postal mail	11/21/2013	Closed with explanation	Yes	Yes
Web	11/07/2013	Closed with explanation	Yes	Yes
Phone	12/03/2013	Closed with explanation	Yes	No
Fax	12/04/2013	Closed with explanation	Yes	No
Phone	12/23/2013	Closed with explanation	Yes	No
Web	11/26/2013	Closed with monetary relief	Yes	No
Web	11/14/2013	Closed with monetary relief	Yes	No
Postal mail	12/03/2013	Closed with explanation	Yes	No
Phone	11/08/2013	Closed with explanation	Yes	No
Web	12/05/2013	Closed with explanation	Yes	No
Email	12/10/2013	Closed with explanation	Yes	No
Postal mail	12/12/2013	Closed with explanation	Yes	No
Phone	12/03/2013	Closed with explanation	Yes	No
Web	12/11/2013	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

612306

598369

618975

582534

598413

619051

589925

598487

590658

619132

612261

590010

612457

597451

620348

590091

619209

612515

627661

619271

619296

Credit Card Complaints

Based on Consumer Complaints

12/03/2013	Credit card
03/02/2015	Credit card
12/31/2013	Credit card
02/18/2015	Credit card
12/03/2013	Credit card
11/20/2013	Credit card
12/04/2013	Credit card
12/04/2013	Credit card
11/20/2013	Credit card
12/04/2013	Credit card
12/04/2013	Credit card
12/04/2013	Credit card
12/10/2013	Credit card

Credit Card Complaints

Based on Consumer Complaints

Late fee

Credit determination

Credit determination

Other

Late fee

Credit determination

Closing/Cancelling account

Balance transfer fee

Late fee

Identity theft / Fraud / Embezzlement

Closing/Cancelling account

Other

Identity theft / Fraud / Embezzlement

Billing statement

Transaction issue

Customer service / Customer relations

Customer service / Customer relations

APR or interest rate

Identity theft / Fraud / Embezzlement

Billing disputes

Billing disputes

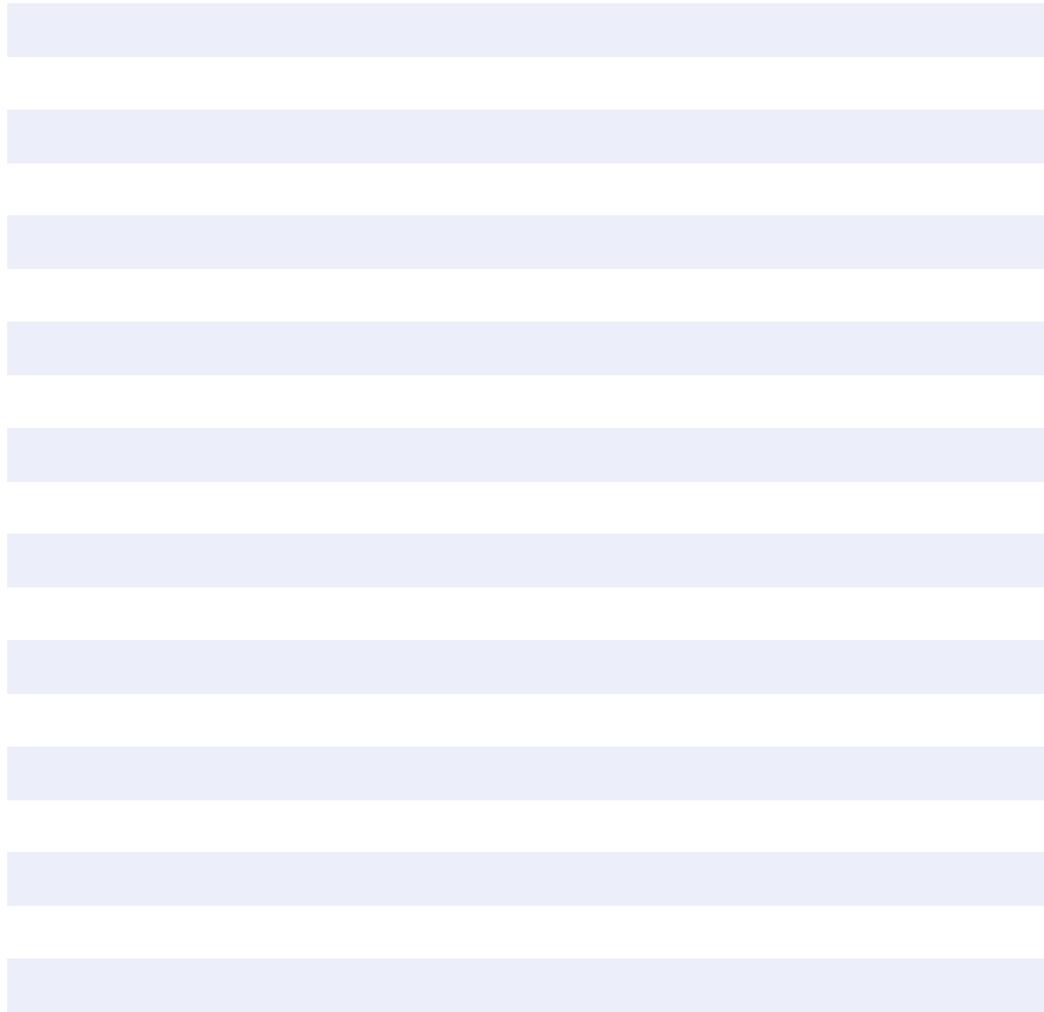
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Capital One	CA	95407		N/A
Amex	FL	33028		N/A
Discover				N/A
Amex	IN	46304		N/A
Citibank	PA	15235		N/A
Citibank	GA	30157		N/A
JPMorgan Chase & Co.	CA	94303		N/A
Wells Fargo & Company	FL	32738		N/A
Citibank	CA	91730		N/A
U.S. Bancorp	CA	94558	Servicemember	N/A
Fifth Third Financial Corporation	TN	37013		N/A
HSBC North America Holdings Inc.	NJ	08820	Older American	N/A
Capital One	NY	10303		N/A
Bank of America	TX	78749		N/A
Amex	GA	30342		N/A
Citibank	CA	95757		N/A
Bank of America	FL	33018		N/A
Discover	NC	28376	Servicemember	N/A
Citibank	NC	27503		N/A
Citibank	NJ	07801		N/A
Amex	FL	33020		N/A

Credit Card Complaints

Based on Consumer Complaints

Fax	12/04/2013	Closed with monetary relief	Yes	Yes
Postal mail	03/09/2015	Closed with explanation	Yes	No
Postal mail	01/08/2014	Closed with explanation	Yes	No
Web	02/18/2015	Closed with explanation	Yes	No
Referral	12/05/2013	Closed with explanation	Yes	No
Postal mail	12/04/2013	Closed with explanation	Yes	No
Web	12/09/2013	Closed with explanation	Yes	Yes
Phone	12/06/2013	Closed with explanation	Yes	No
Phone	12/04/2013	Closed with explanation	Yes	No
Postal mail	12/05/2013	Closed with explanation	Yes	No
Referral	11/20/2013	Closed with explanation	Yes	No
Web	11/26/2013	Closed with explanation	Yes	No
Fax	11/21/2013	Closed with explanation	Yes	No
Web	11/20/2013	Closed with explanation	Yes	No
Web	12/09/2013	Closed with monetary relief	Yes	Yes
Web	12/03/2013	Closed with explanation	Yes	No
Web	11/21/2013	Closed with explanation	Yes	No
Web	12/03/2013	Closed with explanation	Yes	Yes
Referral	12/06/2013	Closed with explanation	Yes	No
Referral	12/04/2013	Closed with monetary relief	Yes	No
Postal mail	12/10/2013	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

619338

1263290

650889

1244219

619609

619663

619755

619823

619860

620289

605733

605852

605279

606019

620469

620531

606154

620430

620577

620582

628924

Credit Card Complaints

Based on Consumer Complaints

12/10/2013	Credit card
12/10/2013	Credit card
12/10/2013	Credit card
11/20/2013	Credit card
02/18/2015	Credit card
11/20/2013	Credit card
12/10/2013	Credit card
11/26/2013	Credit card
12/10/2013	Credit card
12/21/2013	Credit card
11/20/2013	Credit card
12/21/2013	Credit card
11/20/2013	Credit card
11/14/2013	Credit card
11/26/2013	Credit card
11/21/2013	Credit card
11/26/2013	Credit card
12/20/2013	Credit card
12/10/2013	Credit card
12/10/2013	Credit card
11/14/2013	Credit card

Credit Card Complaints

Based on Consumer Complaints

APR or interest rate

Other

Identity theft / Fraud / Embezzlement

Identity theft / Fraud / Embezzlement

Billing statement

Identity theft / Fraud / Embezzlement

APR or interest rate

Late fee

Billing disputes

Other

Credit line increase/decrease

Identity theft / Fraud / Embezzlement

Closing/Cancelling account

Identity theft / Fraud / Embezzlement

Billing statement

APR or interest rate

Billing disputes

Billing disputes

Closing/Cancelling account

Transaction issue

Billing statement

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Citibank	OK	73122		N/A
Citibank	VT	05462		N/A
JPMorgan Chase & Co.	FL	33309		N/A
Citibank	CA	90723		N/A
Citibank	NJ	07306		N/A
Encore Capital Group	OK	73026	Older American	N/A
Citibank	TX	76036		N/A
Synchrony Financial	VA	22152		N/A
Bank of America	MD	20604		N/A
JPMorgan Chase & Co.	CA	90049		N/A
Bank of America	TX	75093		N/A
Citibank	MI	48823		N/A
Amex	NJ	08028		N/A
JPMorgan Chase & Co.	FL	32766		N/A
Barclays PLC	NY	11222		N/A
Amex	MI	48065		N/A
U.S. Bancorp	WA	98119		N/A
Amex	TX	77064		N/A
Discover	MI	48376		N/A
Capital One	MD	20791		N/A
Synchrony Financial	VI	22923	Older American	N/A

Credit Card Complaints

Based on Consumer Complaints

Phone	12/11/2013	Closed with explanation	Yes	Yes
Web	12/10/2013	Closed with explanation	Yes	No
Fax	12/11/2013	Closed with explanation	Yes	Yes
Web	11/20/2013	Closed with explanation	Yes	No
Web	02/18/2015	Closed with monetary relief	Yes	Yes
Web	12/02/2013	Closed with explanation	Yes	No
Web	12/17/2013	Closed with explanation	Yes	No
Web	12/02/2013	Closed with explanation	Yes	No
Postal mail	12/13/2013	Closed with explanation	Yes	No
Referral	01/06/2014	Closed with explanation	Yes	Yes
Web	11/20/2013	Closed with explanation	Yes	No
Referral	01/06/2014	Closed with explanation	Yes	Yes
Web	11/26/2013	Closed with explanation	Yes	No
Postal mail	11/19/2013	Closed with explanation	Yes	Yes
Web	12/09/2013	Closed with explanation	Yes	No
Referral	11/22/2013	Closed with explanation	Yes	No
Web	11/26/2013	Closed with explanation	Yes	No
Web	12/23/2013	Closed with non-monetary relief	Yes	No
Referral	12/11/2013	Closed with explanation	Yes	Yes
Web	12/10/2013	Closed with monetary relief	Yes	No
Phone	11/18/2013	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

627955

627926

627633

606409

1244506

606496

628119

614068

628131

641308

606558

641311

604947

598757

613040

607490

613161

641004

628510

628527

599119

Credit Card Complaints

Based on Consumer Complaints

12/04/2013	Credit card
02/18/2015	Credit card
12/20/2013	Credit card
11/15/2013	Credit card
12/16/2013	Credit card
12/04/2013	Credit card
12/10/2013	Credit card
11/15/2013	Credit card
12/04/2013	Credit card
11/15/2013	Credit card
11/15/2013	Credit card
12/20/2013	Credit card
12/11/2013	Credit card
11/21/2013	Credit card
12/16/2013	Credit card
11/15/2013	Credit card
12/21/2013	Credit card
12/21/2013	Credit card
03/05/2015	Credit card
12/21/2013	Credit card
12/04/2013	Credit card

Credit Card Complaints

Based on Consumer Complaints

Customer service / Customer relations

Billing disputes

Identity theft / Fraud / Embezzlement

Closing/Cancelling account

Other

Closing/Cancelling account

Credit card protection / Debt protection

Delinquent account

Billing disputes

Rewards

Other

Unsolicited issuance of credit card

Payoff process

Customer service / Customer relations

Billing disputes

Credit card protection / Debt protection

Other

Unsolicited issuance of credit card

Billing statement

Customer service / Customer relations

Closing/Cancelling account

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Citibank	AZ	85614		N/A
Capital One	TX	78754		N/A
TD Bank US Holding Company	NY	14223		N/A
Wells Fargo & Company	CA	91702		N/A
Citibank	TX	76035		N/A
Citibank	NJ	08060		N/A
Wells Fargo & Company	AR	85706		N/A
TD Bank US Holding Company	MA	01301		N/A
Fifth Third Financial Corporation	FL	33837		N/A
Citibank	VA	23320	Servicemember	N/A
Capital One	VA	23322		N/A
Bank of America	FL	33615		N/A
Capital One	MD	21133	Older American	N/A
Bank of America	MD	20895		N/A
Wells Fargo & Company	CA	90402		N/A
Capital One	PA	19446		N/A
Bank of America	CA	92657		N/A
Capital One	NH	03281		N/A
Citibank	MO	63119		N/A
Wells Fargo & Company	GA	30004		N/A
Amex	CA	94115		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	12/11/2013	Closed with explanation	Yes	No
Web	02/18/2015	Closed with explanation	Yes	No
Phone	12/30/2013	Closed with non-monetary relief	Yes	No
Phone	11/18/2013	Closed with explanation	Yes	No
Postal mail	12/19/2013	Closed with explanation	Yes	No
Referral	12/06/2013	Closed with explanation	Yes	Yes
Phone	12/11/2013	Closed with non-monetary relief	Yes	No
Web	11/15/2013	Closed with monetary relief	Yes	No
Postal mail	12/06/2013	Closed with explanation	Yes	No
Web	11/15/2013	Closed with non-monetary relief	Yes	No
Referral	11/19/2013	Closed with explanation	Yes	No
Web	12/20/2013	Closed with explanation	Yes	No
Phone	12/11/2013	Closed with explanation	Yes	Yes
Referral	11/22/2013	Closed with explanation	Yes	No
Web	12/20/2013	Closed with explanation	Yes	No
Web	11/15/2013	Closed with monetary relief	Yes	No
Referral	12/30/2013	Closed with explanation	Yes	No
Referral	12/30/2013	Closed with explanation	Yes	No
Web	03/05/2015	Closed with monetary relief	Yes	No
Referral	12/30/2013	Closed with explanation	Yes	No
Web	12/18/2013	Closed with explanation	Yes	Yes

Credit Card Complaints

Based on Consumer Complaints

620384

1244511

641070

599370

634620

621362

628814

599504

621457

600590

599513

641254

630890

607863

635493

599558

641329

641331

1268917

641334

621534

Credit Card Complaints

Based on Consumer Complaints

11/27/2013	Credit card
12/16/2013	Credit card
12/21/2013	Credit card
12/21/2013	Credit card
12/11/2013	Credit card
06/05/2015	Credit card
11/27/2013	Credit card
12/21/2013	Credit card
11/27/2013	Credit card
12/04/2013	Credit card
12/21/2013	Credit card
12/16/2013	Credit card
11/15/2013	Credit card
12/30/2013	Credit card
12/16/2013	Credit card
12/30/2013	Credit card
12/16/2013	Credit card
12/05/2013	Credit card

Credit Card Complaints

Based on Consumer Complaints

Other

Advertising and marketing

Rewards

Closing/Cancelling account

Credit determination

Closing/Cancelling account

Billing statement

Other fee

Other fee

APR or interest rate

Other

Credit line increase/decrease

Billing disputes

Identity theft / Fraud / Embezzlement

Other

Credit line increase/decrease

Billing disputes

Identity theft / Fraud / Embezzlement

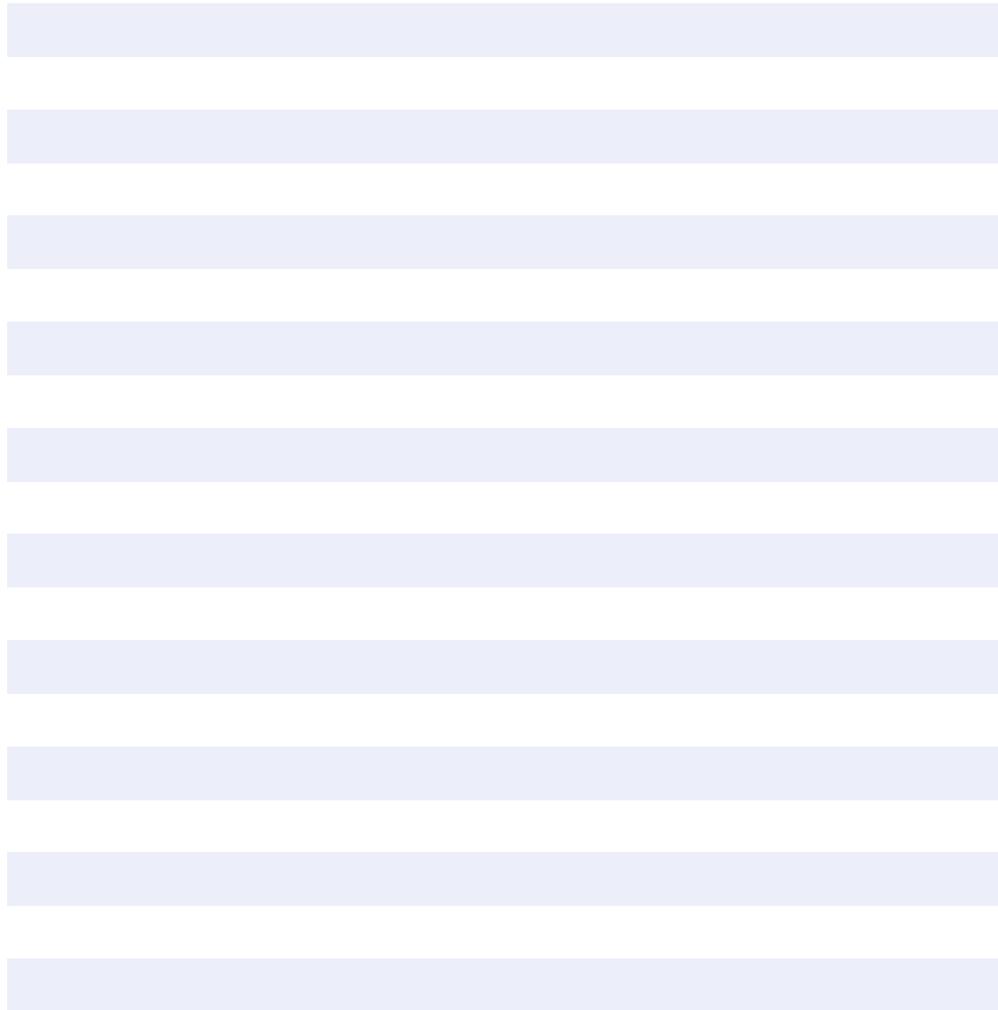
Billing statement

Identity theft / Fraud / Embezzlement

Late fee

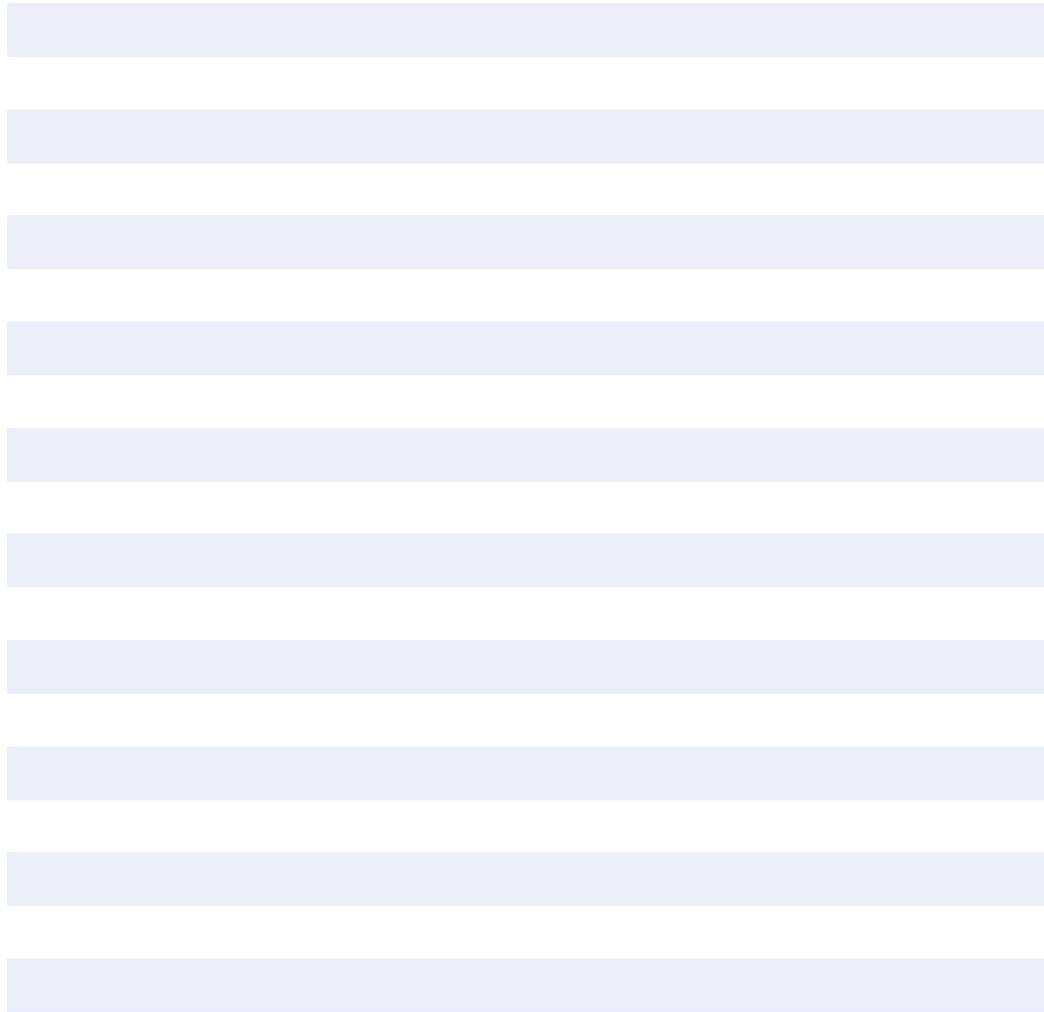
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Wells Fargo & Company	AL	36775	N/A
Wells Fargo & Company	NV	89178	N/A
Amex	WA	98027	N/A
Citibank	CA	92018	N/A
Capital One	CA	91308	N/A
Citibank	NY	11566	N/A
Capital One	GA	30331	N/A
JPMorgan Chase & Co.	CA	94706	N/A
Bank of America	FL	33029	N/A
Synchrony Financial	VA	23237	N/A
Capital One	AZ	85016	N/A
Amex	PA	15043	N/A
Capital One	IA	51555	N/A
Synchrony Financial	CA	92404	N/A
Amex	CO	93021	N/A
Discover	NV	89117	N/A
Amex	NC	28763	N/A
Citibank	MO	63010	N/A
Capital One	VA	22191	N/A
Synchrony Financial	OK	74873	N/A
Amex	NY	11375	N/A

Credit Card Complaints

Based on Consumer Complaints

Web	12/02/2013	Closed with explanation	Yes	Yes
Web	12/03/2013	Closed with monetary relief	Yes	No
Web	11/26/2013	Closed with explanation	Yes	No
Web	12/02/2013	Closed with monetary relief	Yes	No
Web	12/16/2013	Closed with explanation	Yes	Yes
Web	12/20/2013	Closed with explanation	Yes	No
Web	12/20/2013	Closed with explanation	Yes	No
Referral	12/12/2013	Closed with explanation	Yes	No
Referral	06/09/2015	Closed with monetary relief	Yes	No
Web	12/05/2013	Closed with monetary relief	Yes	No
Web	12/20/2013	Closed with explanation	Yes	No
Web	11/27/2013	Closed with explanation	Yes	No
Web	12/12/2013	Closed with monetary relief	Yes	No
Web	01/06/2014	Closed with explanation	Yes	No
Web	12/16/2013	Closed with explanation	Yes	Yes
Web	11/15/2013	Closed with non-monetary relief	Yes	No
Referral	12/31/2013	Closed with explanation	Yes	No
Web	12/16/2013	Closed with explanation	Yes	No
Web	01/31/2014	Closed with non-monetary relief	Yes	No
Web	12/16/2013	Closed with monetary relief	Yes	No
Web	12/04/2013	Closed with monetary relief	Yes	No

Credit Card Complaints

Based on Consumer Complaints

615442

614342

614317

614323

634638

641380

641391

629694

1409205

614361

640239

614372

621654

640123

635657

599740

649496

635674

649524

635701

622411

Credit Card Complaints

Based on Consumer Complaints

11/27/2013 Credit card

12/21/2013 Credit card

12/22/2013 Credit card

12/05/2013 Credit card

12/30/2013 Credit card

12/05/2013 Credit card

12/22/2013 Credit card

12/22/2013 Credit card

12/22/2013 Credit card

12/22/2013 Credit card

12/30/2013 Credit card

12/11/2013 Credit card

12/30/2013 Credit card

12/30/2013 Credit card

12/22/2013 Credit card

12/30/2013 Credit card

11/15/2013 Credit card

12/11/2013 Credit card

12/23/2013 Credit card

Credit Card Complaints

Based on Consumer Complaints

Closing/Cancelling account

Customer service / Customer relations

Identity theft / Fraud / Embezzlement

Billing disputes

Other

Billing statement

Forbearance / Workout plans

Other fee

Billing disputes

Late fee

Billing statement

Billing disputes

Customer service / Customer relations

Billing disputes

Customer service / Customer relations

Other fee

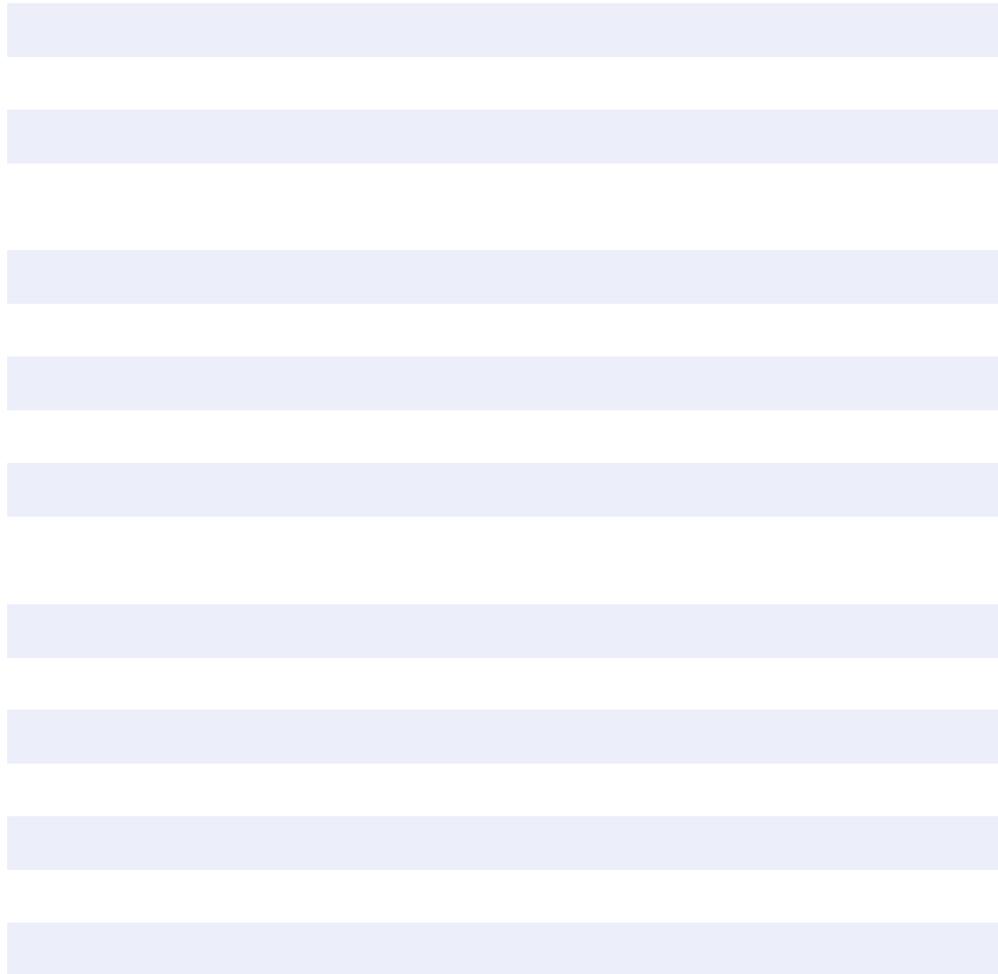
Payoff process

Other

Privacy

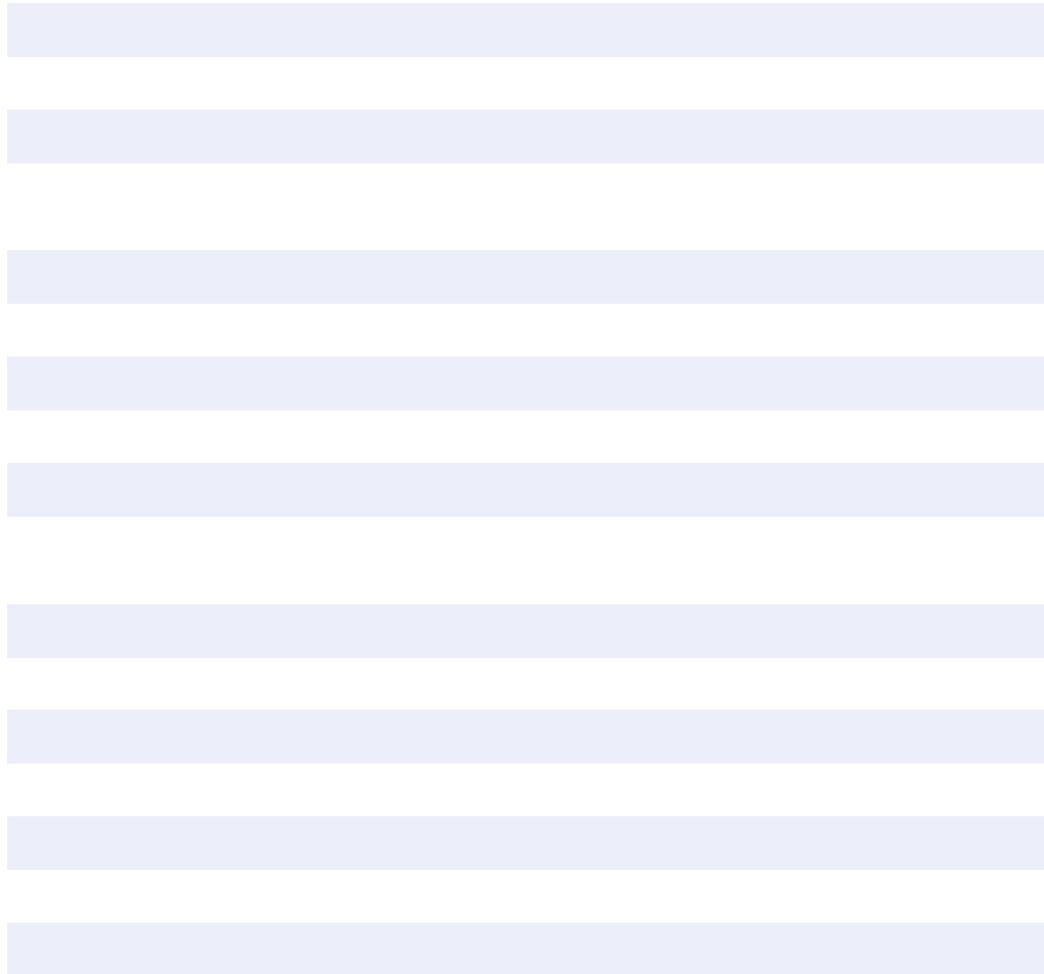
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Capital One	OH	44106		N/A
Amex	GA	30043	Older American	N/A
JPMorgan Chase & Co.	CA	91307		N/A
Discover	WV	25405		N/A
JPMorgan Chase & Co.	IL	60803	Older American, Servicemember	N/A
Bank of America	CA	90077		N/A
HSBC North America Holdings Inc.	CA	91350		N/A
Amex	TX	77479		N/A
Citibank	OK	74126		N/A
Citibank	GA	30350		N/A
JPMorgan Chase & Co.			Older American, Servicemember	N/A
Synchrony Financial	MD	20770		N/A
Synchrony Financial	NJ	07052		N/A
Capital One	MN	55435		N/A
JPMorgan Chase & Co.	NY	11223		N/A
Synchrony Financial	TX	76210		N/A
Barclays PLC	FL	32082		N/A
Discover	IL	60480		N/A
Capital One	TX	78225	Servicemember	N/A

Credit Card Complaints

Based on Consumer Complaints

Postal mail	11/29/2013	Closed with explanation	Yes	Yes
Web	12/30/2013	Closed with monetary relief	Yes	No
Web	12/21/2013	Closed with explanation	Yes	No
Web	12/04/2013	Closed with monetary relief	Yes	No
Phone	01/03/2014	Closed with explanation	Yes	Yes
Referral	12/06/2013	Closed with explanation	Yes	No
Web	12/22/2013	Closed with explanation	Yes	Yes
Web	01/06/2014	Closed with explanation	Yes	No
Web	12/30/2013	Closed with explanation	Yes	Yes
Web	12/22/2013	Closed with monetary relief	Yes	No
Referral	01/07/2014	Closed with explanation	Yes	No
Web	12/11/2013	Closed with monetary relief	Yes	No
Referral	01/09/2014	Closed with explanation	Yes	No
Referral	01/09/2014	Closed with non-monetary relief	Yes	Yes
Web	12/22/2013	Closed with explanation	Yes	Yes
Referral	01/02/2014	Closed with monetary relief	Yes	No
Web	11/15/2013	Closed with explanation	Yes	No
Web	12/11/2013	Closed with explanation	Yes	No
Web	12/22/2013	Closed with explanation	Yes	Yes

Credit Card Complaints

Based on Consumer Complaints

615412

641538

641556

622458

648947

622536

641606

641616

640000

641623

649636

629722

651345

649170

641645

649656

597909

629762

642700

Credit Card Complaints

Based on Consumer Complaints

12/11/2013	Credit card
09/02/2015	Credit card
12/17/2013	Credit card
12/05/2013	Credit card
12/11/2013	Credit card
12/23/2013	Credit card
12/11/2013	Credit card
12/30/2013	Credit card
11/15/2013	Credit card
12/11/2013	Credit card
11/27/2013	Credit card
12/30/2013	Credit card
12/05/2013	Credit card
11/15/2013	Credit card
12/05/2013	Credit card
11/27/2013	Credit card
12/30/2013	Credit card
12/23/2013	Credit card
11/15/2013	Credit card
12/30/2013	Credit card
11/27/2013	Credit card

Credit Card Complaints

Based on Consumer Complaints

Privacy

Transaction issue

Transaction issue

Billing statement

Billing disputes

Billing statement

Advertising and marketing

Transaction issue

Late fee

Advertising and marketing

Other fee

Forbearance / Workout plans

Other

Identity theft / Fraud / Embezzlement

Billing statement

Late fee

Identity theft / Fraud / Embezzlement

Customer service / Customer relations

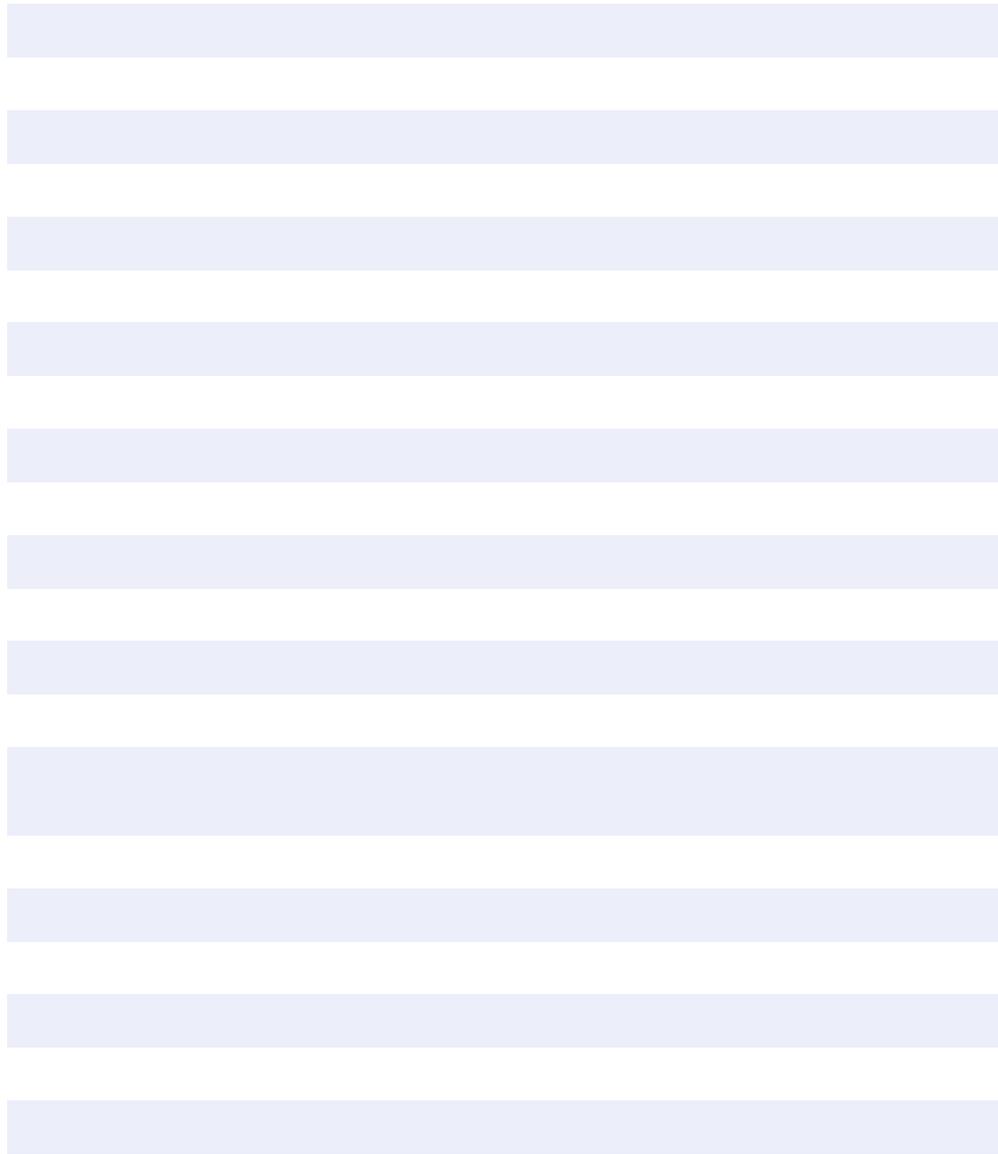
Other

Delinquent account

Credit determination

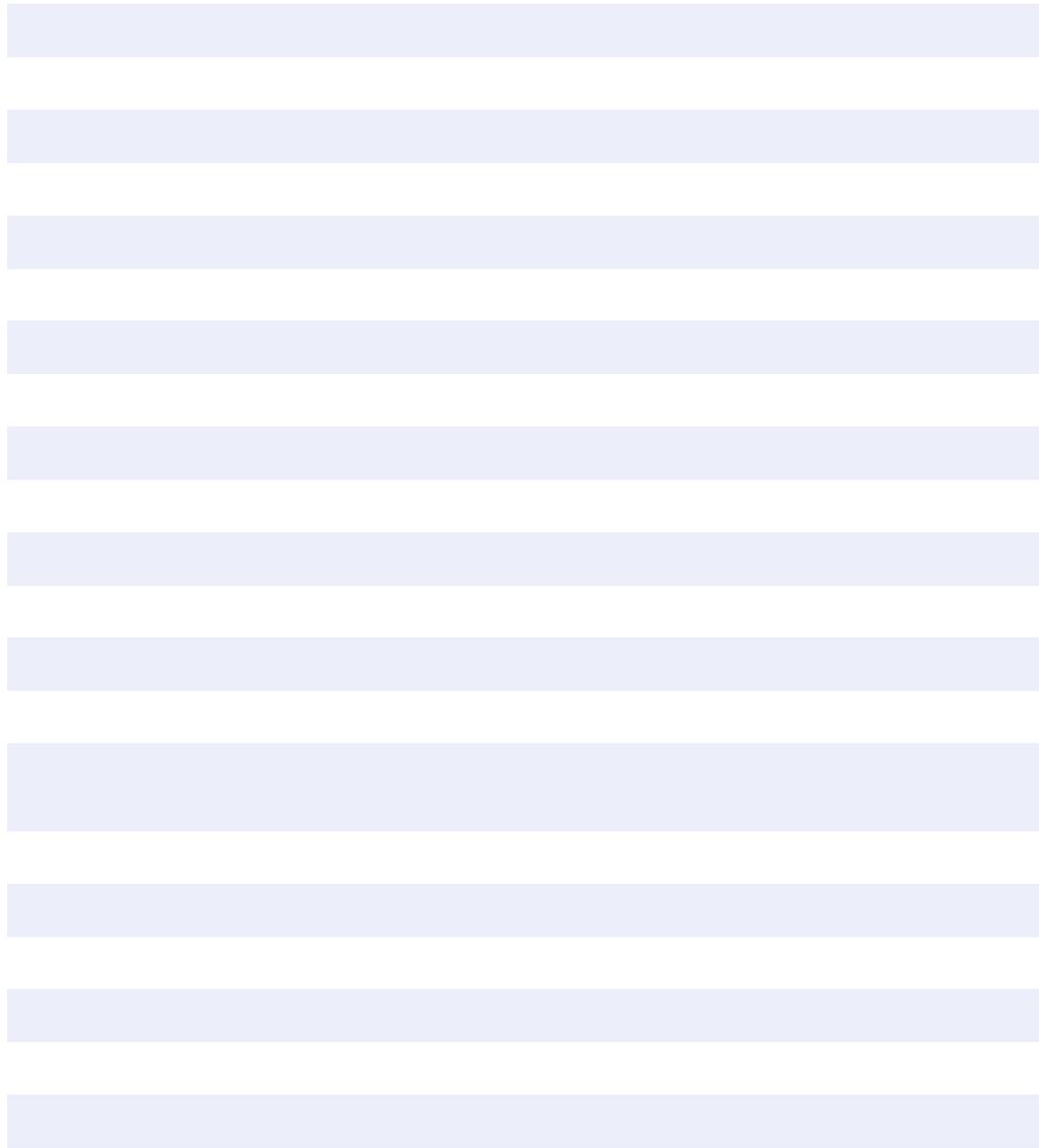
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Barclays PLC	VA	22101		N/A
Amex	DC	20001		N/A
Citibank	AZ	85205	Servicemember	N/A
Citizens Financial Group, Inc.	NY	14221		N/A
Capital One	TX	76105		N/A
Wells Fargo & Company	VA	22192		N/A
Synchrony Financial	NY	12207		N/A
Capital One	FL	32812		N/A
JPMorgan Chase & Co.	NY	11365		N/A
Synchrony Financial	VA	20190		N/A
Bank of America	WA	98006		N/A
Capital One	FL	33064		N/A
Capital One	ME	04046		N/A
PayPal Holdings, Inc.	MD	21224		N/A
Citibank	MA	02632	Older American, Servicemember	N/A
Citibank	NM	87124		N/A
Discover	NC	27416	Servicemember	N/A
TD Bank US Holding Company	CO	80004		N/A
Citibank	AZ	85257		N/A
Capital One	DE	19709	Servicemember	N/A
JPMorgan Chase & Co.	NE	68154		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	12/18/2013	Closed with explanation	Yes	No
Referral	09/15/2015	Closed with monetary relief	Yes	No
Web	12/16/2013	Closed with explanation	Yes	No
Referral	12/06/2013	Closed with explanation	Yes	No
Phone	12/16/2013	Closed with explanation	Yes	No
Web	12/30/2013	Closed with explanation	Yes	No
Web	12/11/2013	Closed with explanation	Yes	No
Web	12/30/2013	Closed with monetary relief	Yes	No
Web	11/15/2013	Closed with monetary relief	Yes	No
Web	12/11/2013	Closed with monetary relief	Yes	No
Web	11/27/2013	Closed with explanation	Yes	No
Web	12/30/2013	Closed with explanation	Yes	Yes
Fax	12/05/2013	Closed with monetary relief	Yes	No
Web	11/26/2013	Closed with explanation	Yes	Yes
Phone	12/05/2013	Closed with monetary relief	Yes	No
Web	12/09/2013	Closed with monetary relief	Yes	No
Web	01/08/2014	Closed with non-monetary relief	Yes	No
Phone	01/06/2014	Closed with non-monetary relief	Yes	No
Phone	11/18/2013	Closed with non-monetary relief	Yes	No
Web	12/30/2013	Closed with explanation	Yes	Yes
Web	11/27/2013	Closed with explanation	Yes	Yes

Credit Card Complaints

Based on Consumer Complaints

629787

1549029

636441

622260

629332

642780

629835

649751

600082

629861

614696

649548

622753

600308

622767

614889

649957

643030

600406

650071

614962

Credit Card Complaints

Based on Consumer Complaints

12/23/2013	Credit card
12/31/2013	Credit card
12/23/2013	Credit card
12/31/2013	Credit card
12/23/2013	Credit card
12/31/2013	Credit card
12/23/2013	Credit card
12/23/2013	Credit card
12/23/2013	Credit card
12/17/2013	Credit card
12/31/2013	Credit card

Credit Card Complaints

Based on Consumer Complaints

Billing statement

Forbearance / Workout plans

Credit determination

Billing disputes

Payoff process

Other

Closing/Cancelling account

Other

Other fee

APR or interest rate

Identity theft / Fraud / Embezzlement

Billing disputes

Billing disputes

Delinquent account

Billing disputes

Identity theft / Fraud / Embezzlement

Identity theft / Fraud / Embezzlement

Other

Late fee

Closing/Cancelling account

Customer service / Customer relations

Credit card protection / Debt protection

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Synchrony Financial	NY	11105		N/A
Capital One	OH	44139		N/A
JPMorgan Chase & Co.	MI	48206		N/A
Bank of America	ME	04049		N/A
Synchrony Financial	OK	73533	Older American	N/A
Citibank	MD	20902		N/A
Discover	CA	91745		N/A
Bank of America	CA	93291		N/A
JPMorgan Chase & Co.	VA	20175		N/A
Synchrony Financial	CA	91362	Older American	N/A
Synchrony Financial	CA	90242		N/A
Citibank	CA	95123	Older American	N/A
Amex	NY	10514		N/A
Citibank	FL	32825		N/A
Capital One	KS	67846		N/A
HSBC North America Holdings Inc.	NY	10550	Older American	N/A
Synchrony Financial	NV	89521		N/A
Bank of America	FL	32218		N/A
HSBC North America Holdings Inc.	CA	95106	Servicemember	N/A
Citibank	NY	11102		N/A
Citibank	NV	89107	Older American	N/A
Bank of America	MA	01930		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	12/23/2013	Closed with explanation	Yes	No
Web	12/31/2013	Closed with non-monetary relief	Yes	Yes
Postal mail	12/30/2013	Closed with explanation	Yes	No
Web	01/14/2014	Closed with explanation	Yes	No
Web	12/23/2013	Closed with explanation	Yes	No
Web	12/30/2013	Closed with non-monetary relief	Yes	No
Web	12/30/2013	Closed with non-monetary relief	Yes	No
Web	01/02/2014	Closed with explanation	Yes	Yes
Web	12/31/2013	Closed with explanation	Yes	No
Web	12/23/2013	Closed with explanation	Yes	Yes
Postal mail	01/09/2014	Closed with explanation	Yes	No
Fax	12/31/2013	Closed with explanation	Yes	Yes
Web	12/17/2013	Closed with explanation	Yes	No
Referral	01/13/2014	Closed with explanation	Yes	No
Postal mail	01/15/2014	Closed with explanation	Yes	No
Phone	01/08/2014	Closed with explanation	Yes	Yes
Referral	01/02/2014	Closed with explanation	Yes	No
Referral	01/02/2014	Closed with monetary relief	Yes	Yes
Web	12/31/2013	Closed with monetary relief	Yes	No
Web	12/31/2013	Closed with non-monetary relief	Yes	No
Web	01/06/2014	Closed with non-monetary relief	Yes	No
Web	01/13/2014	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

643116

648790

643333

648814

643376

650364

650373

650461

650481

643514

643550

643880

637253

649643

650709

650725

650799

650807

650876

648800

650959

648803

Credit Card Complaints

Based on Consumer Complaints

12/05/2013	Credit card
12/05/2013	Credit card
12/17/2013	Credit card
11/28/2013	Credit card
11/28/2013	Credit card
12/31/2013	Credit card
01/01/2014	Credit card
12/05/2013	Credit card
01/01/2014	Credit card
12/05/2013	Credit card
01/01/2014	Credit card
11/29/2013	Credit card
01/01/2014	Credit card
01/08/2014	Credit card
01/08/2014	Credit card
11/29/2013	Credit card
12/05/2013	Credit card
12/23/2013	Credit card
12/23/2013	Credit card
12/23/2013	Credit card

Credit Card Complaints

Based on Consumer Complaints

Billing disputes

Credit card protection / Debt protection

Late fee

Payoff process

Credit line increase/decrease

Other

Credit line increase/decrease

Billing statement

Delinquent account

Closing/Cancelling account

Delinquent account

Closing/Cancelling account

Payoff process

Credit card protection / Debt protection

Other

Customer service / Customer relations

Identity theft / Fraud / Embezzlement

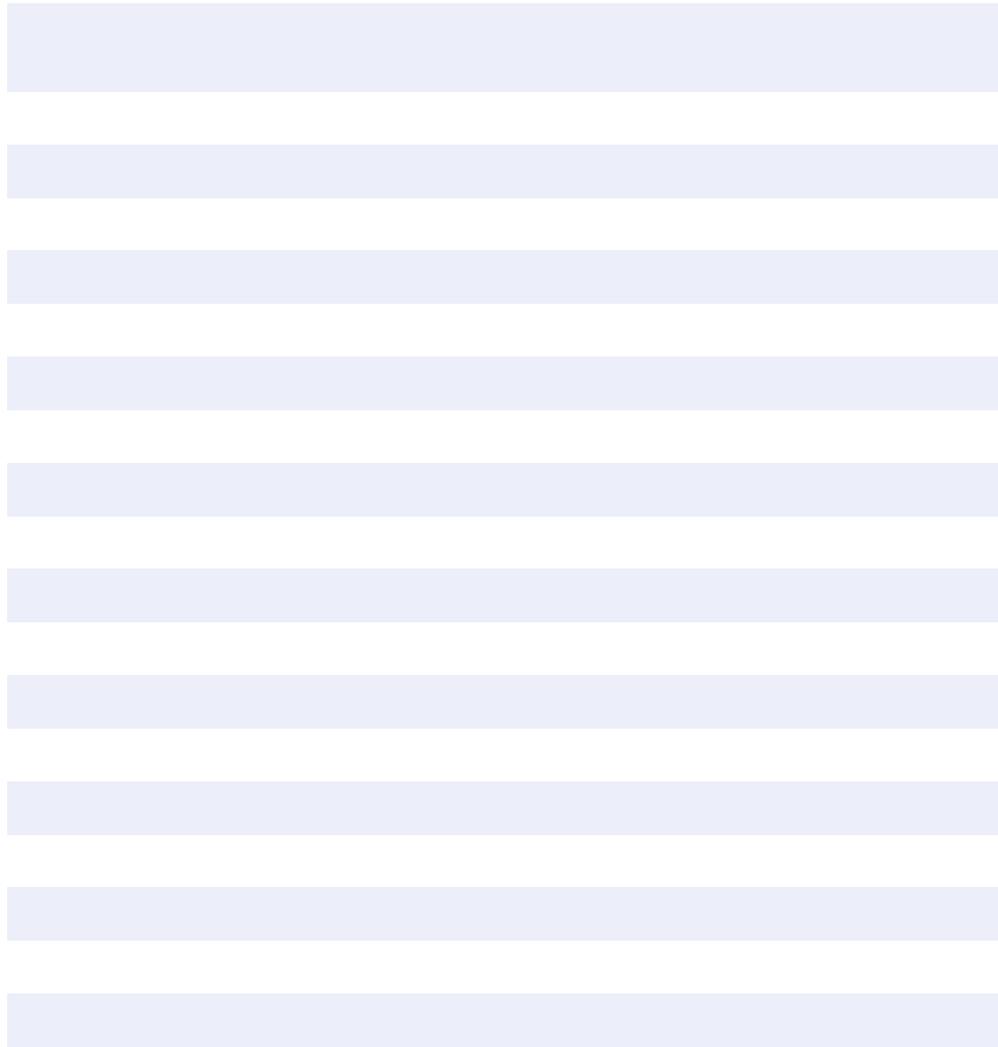
Billing disputes

Closing/Cancelling account

Credit determination

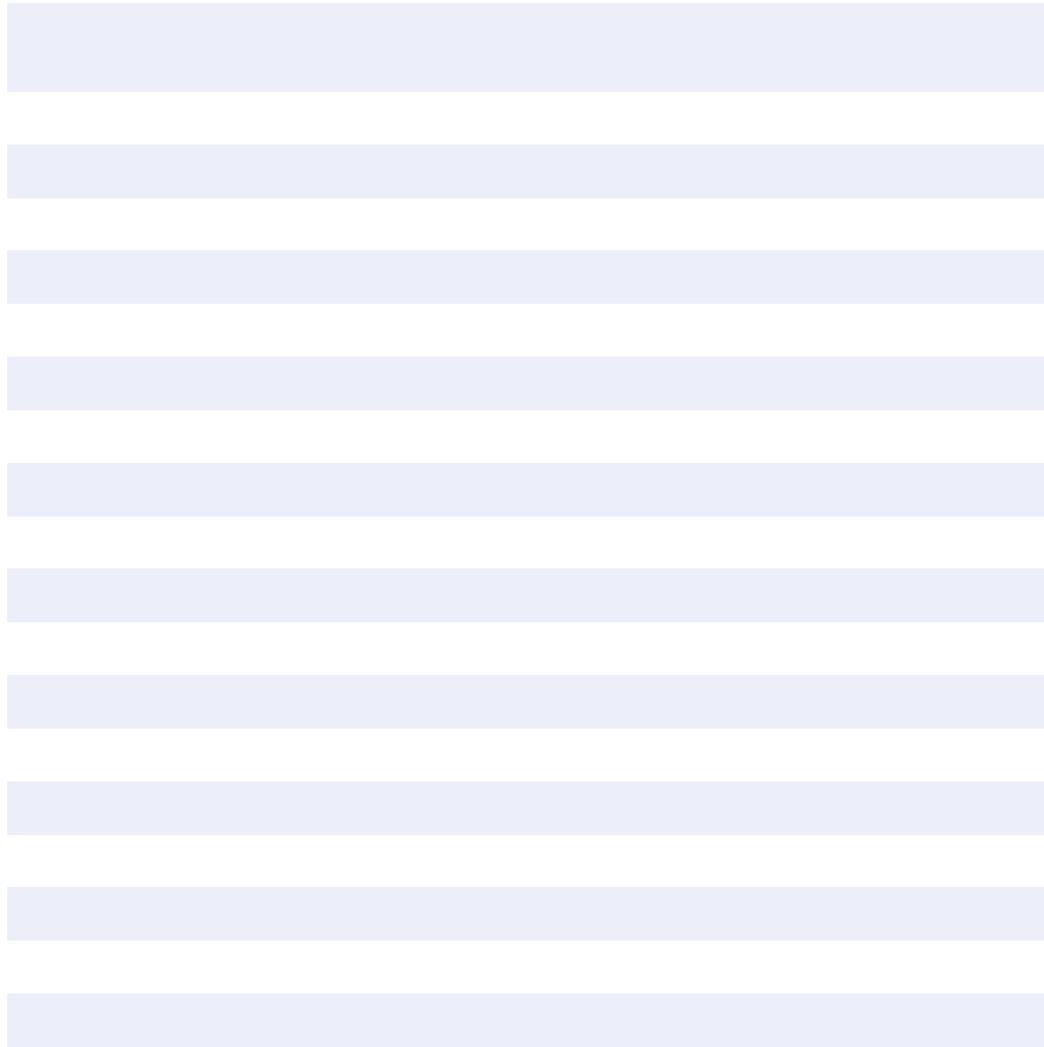
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Synchrony Financial	FL	32308		N/A
BB&T Financial	GA	31326	Older American, Servicemember	N/A
Citibank	NY	10469		N/A
JPMorgan Chase & Co.	NE	68046		N/A
Amex	FL	33759		N/A
Barclays PLC	TX	75240		N/A
Citibank	CA	94521		N/A
Capital One	NJ	07026		N/A
Citibank	FL	34211		N/A
JPMorgan Chase & Co.	AL	35902		N/A
Capital One	NY	11229		N/A
Navy FCU	CA	91789		N/A
Bank of America	CA	95678		N/A
Synchrony Financial	NC	27106		N/A
JPMorgan Chase & Co.	AZ	85253		N/A
Citibank	CA	94901	Older American	N/A
JPMorgan Chase & Co.	NC	27511		N/A
Synchrony Financial	NY	13031		N/A
Amex	MN	55057		N/A
Barclays PLC	CO	80921		N/A

Credit Card Complaints

Based on Consumer Complaints

Referral	12/06/2013	Closed with explanation	Yes	Yes
Phone	12/11/2013	Closed with explanation	Yes	No
Phone	01/03/2014	Closed with monetary relief	Yes	No
Referral	12/03/2013	Closed with monetary relief	Yes	No
Referral	12/02/2013	Closed with explanation	Yes	Yes
Web	12/31/2013	Closed with explanation	Yes	No
Web	01/07/2014	Closed with explanation	Yes	No
Web	12/05/2013	Closed with explanation	Yes	No
Web	12/31/2013	Closed with monetary relief	Yes	No
Web	12/05/2013	Closed with non-monetary relief	Yes	No
Web	01/14/2014	Closed with explanation	Yes	No
Web	11/28/2013	Closed with explanation	Yes	No
Web	01/01/2014	Closed with explanation	Yes	No
Web	01/08/2014	Closed with explanation	Yes	No
Phone	01/09/2014	Closed with explanation	Yes	Yes
Web	12/27/2013	Closed with non-monetary relief	Yes	No
Web	12/05/2013	Closed with explanation	Yes	No
Referral	01/06/2014	Closed with monetary relief	Yes	No
Web	01/14/2014	Closed with explanation	Yes	No
Web	12/23/2013	Closed with non-monetary relief	Yes	No

Credit Card Complaints

Based on Consumer Complaints

622883

623102

637446

615260

615267

651198

651229

622337

651234

623249

651257

615829

651259

659342

658917

615847

623265

643804

643819

643821

Credit Card Complaints

Based on Consumer Complaints

12/24/2013	Credit card
12/05/2013	Credit card
12/24/2013	Credit card
11/29/2013	Credit card
12/18/2013	Credit card
12/18/2013	Credit card
12/18/2013	Credit card
01/08/2014	Credit card
12/18/2013	Credit card
11/29/2013	Credit card
11/29/2013	Credit card
12/18/2013	Credit card
11/29/2013	Credit card
12/06/2013	Credit card
11/29/2013	Credit card
12/11/2013	Credit card
12/24/2013	Credit card
01/02/2014	Credit card
01/02/2014	Credit card
12/18/2013	Credit card
12/11/2013	Credit card
01/08/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

APR or interest rate

Closing/Cancelling account

Identity theft / Fraud / Embezzlement

Billing disputes

Payoff process

Closing/Cancelling account

Closing/Cancelling account

Identity theft / Fraud / Embezzlement

Unsolicited issuance of credit card

Identity theft / Fraud / Embezzlement

Payoff process

Cash advance fee

Delinquent account

Late fee

Late fee

Billing disputes

Closing/Cancelling account

Other

Billing disputes

Other

Credit card protection / Debt protection

Identity theft / Fraud / Embezzlement

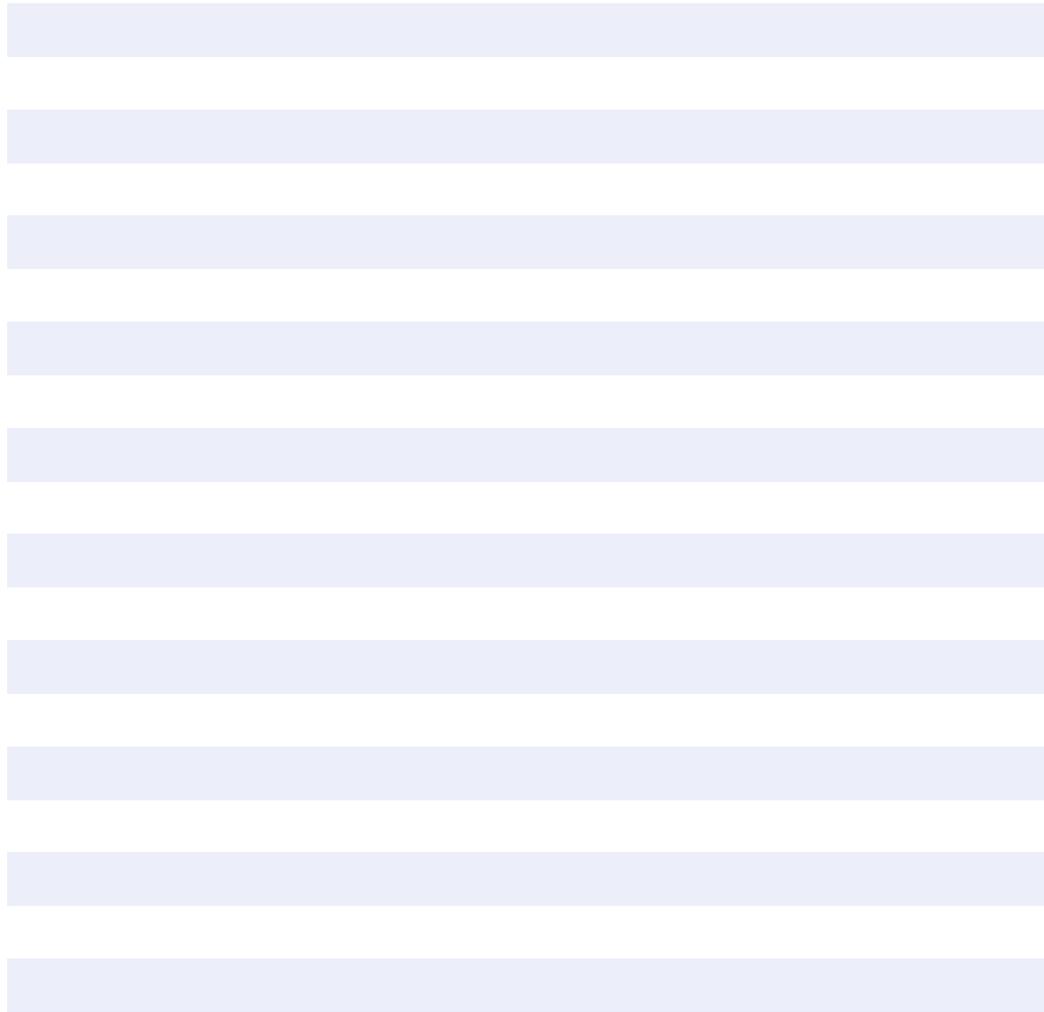
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Synchrony Financial	FL	33991		N/A
Citibank	NY	10560		N/A
Amex	DC	12345		N/A
Citibank	NY	10704		N/A
JPMorgan Chase & Co.	CA	94930		N/A
JPMorgan Chase & Co.	NY	11218		N/A
Capital One	AZ	86305		N/A
Citibank	MN	55418		N/A
Citibank	CA	94063		N/A
Bank of America	MD	21234		N/A
Capital One	TX	75218		N/A
Capital One	VA	23220		N/A
Wells Fargo & Company	DE	19702		N/A
JPMorgan Chase & Co.	MA	01824		N/A
Wells Fargo & Company	AZ	85299		N/A
JPMorgan Chase & Co.	MD	20814		N/A
TD Bank US Holding Company	PA	18954	Older American	N/A
Barclays PLC	OH	43068		N/A
Capital One	NY	11226		N/A
Wells Fargo & Company	MD	20772		N/A
Amex	CT	06515	Servicemember	N/A
Amex	FL	33162		N/A

Credit Card Complaints

Based on Consumer Complaints

Referral	01/06/2014	Closed with explanation	Yes	No
Web	12/05/2013	Closed with explanation	Yes	No
Web	12/23/2013	Closed with explanation	Yes	No
Phone	12/02/2013	Closed with explanation	Yes	Yes
Web	12/17/2013	Closed with explanation	Yes	No
Web	12/17/2013	Closed with explanation	Yes	No
Web	12/17/2013	Closed with non-monetary relief	Yes	No
Referral	01/09/2014	Closed with explanation	Yes	Yes
Web	12/17/2013	Closed with explanation	Yes	No
Web	11/29/2013	Closed with explanation	Yes	No
Web	11/29/2013	Closed with monetary relief	Yes	No
Web	12/18/2013	Closed with monetary relief	Yes	No
Web	11/29/2013	Closed with non-monetary relief	Yes	No
Web	12/10/2013	Closed with explanation	Yes	No
Web	11/29/2013	Closed with explanation	Yes	No
Web	12/11/2013	Closed with explanation	Yes	No
Web	12/24/2013	Closed with non-monetary relief	Yes	Yes
Referral	01/07/2014	Closed with explanation	Yes	No
Referral	01/07/2014	Closed with monetary relief	Yes	No
Referral	12/23/2013	Closed with explanation	Yes	No
Web	12/20/2013	Closed with explanation	Yes	Yes
Phone	01/09/2014	Closed with monetary relief	Yes	No

Credit Card Complaints

Based on Consumer Complaints

644597

623326

644622

616887

644391

640146

653546

660826

649000

616132

616142

653327

616159

624250

616107

630275

644777

652013

652476

642522

630360

659723

Credit Card Complaints

Based on Consumer Complaints

12/18/2013	Credit card
01/08/2014	Credit card
11/29/2013	Credit card
11/29/2013	Credit card
11/29/2013	Credit card
12/18/2013	Credit card
01/02/2014	Credit card
12/12/2013	Credit card
01/02/2014	Credit card
11/29/2013	Credit card
12/11/2013	Credit card
01/02/2014	Credit card
12/18/2013	Credit card
01/02/2014	Credit card
12/06/2013	Credit card
11/30/2013	Credit card
01/13/2014	Credit card
11/30/2013	Credit card
01/08/2014	Credit card
01/13/2014	Credit card
01/02/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Identity theft / Fraud / Embezzlement

Billing disputes

Other

Rewards

Closing/Cancelling account

Advertising and marketing

Other

Billing disputes

Closing/Cancelling account

APR or interest rate

Advertising and marketing

Closing/Cancelling account

Billing disputes

Other fee

Advertising and marketing

Delinquent account

Other fee

Billing disputes

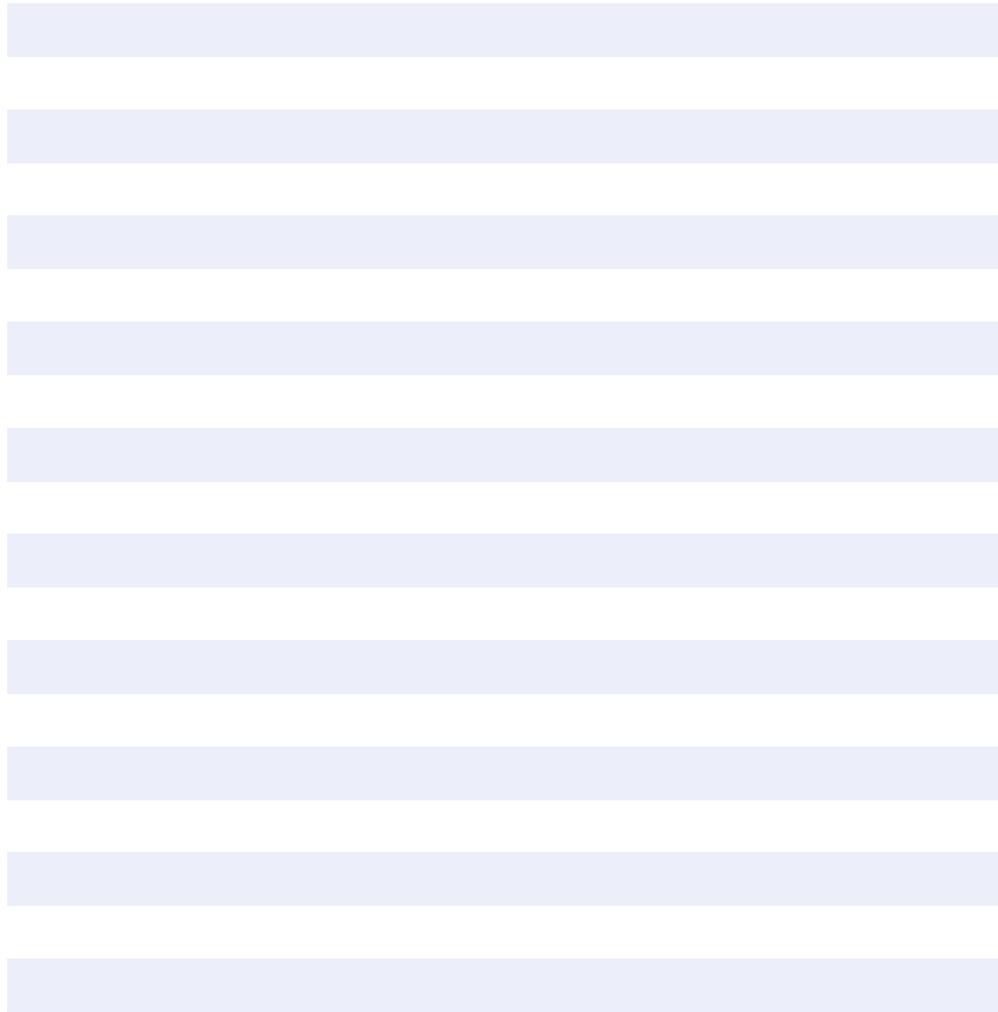
Customer service / Customer relations

Credit card protection / Debt protection

Identity theft / Fraud / Embezzlement

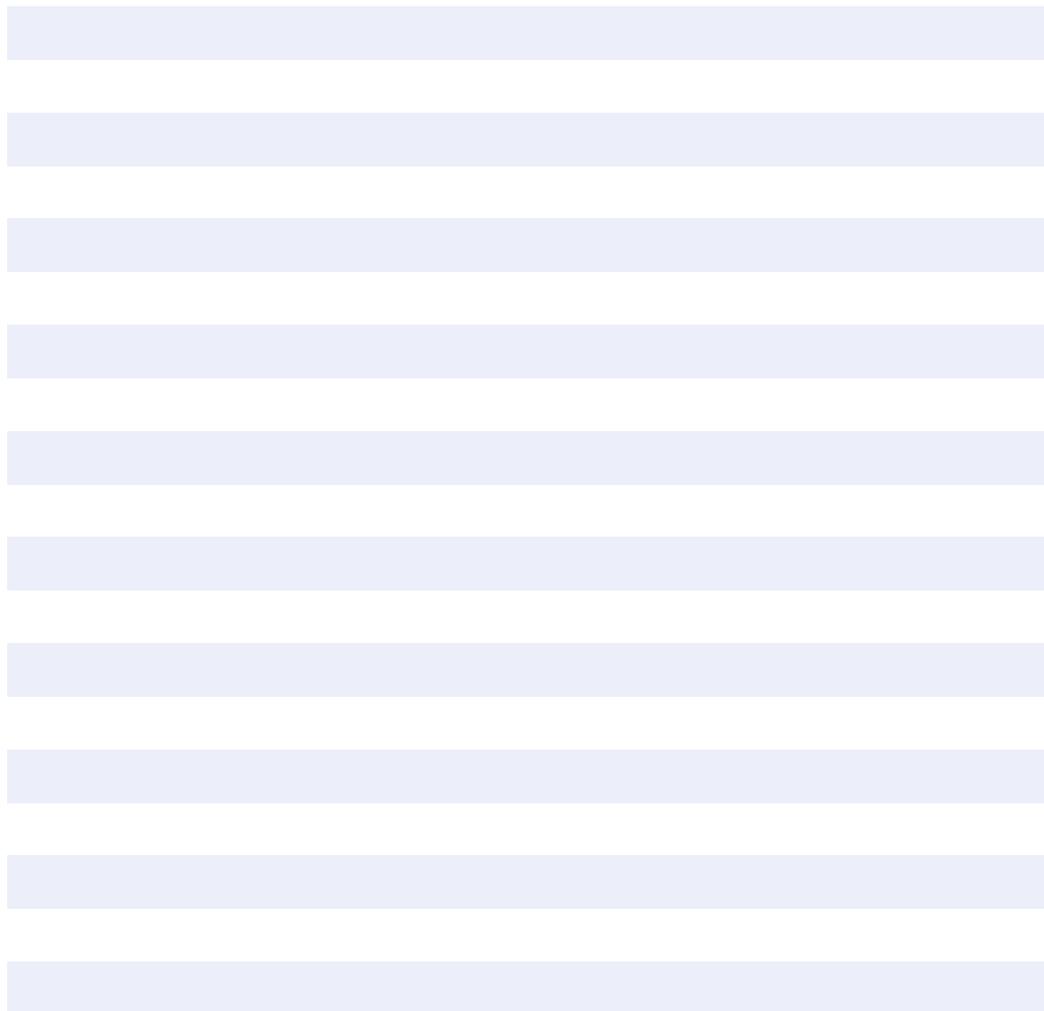
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Capital One	PA	19608	N/A
Bank of America	IL	62881	N/A
HSBC North America Holdings Inc.	CA	94901	N/A
Amex	CO	80439	N/A
Bank of America	PA	19142	N/A
Citibank	NJ	07731	N/A
Amex	PA	19050	N/A
Citibank	KY	40165	N/A
Bank of America	GA	30019	N/A
Synchrony Financial	IN	46038	N/A
Synchrony Financial	CA	92128	N/A
Bank of America	CA	94065	N/A
Capital One	NY	11231	N/A
Citibank	CA	93711	N/A
Capital One	NY	10065	N/A
Citibank	NV	89118	N/A
JPMorgan Chase & Co.	MD	20774	N/A
Synchrony Financial	RI	02886	N/A
JPMorgan Chase & Co.	FL	33154	N/A
Capital One	TN	38138	N/A
JPMorgan Chase & Co.	CA	93230	Older American, N/A

Credit Card Complaints

Based on Consumer Complaints

Web	12/18/2013	Closed with explanation	Yes	No
Referral	01/09/2014	Closed with explanation	Yes	No
Web	12/03/2013	Closed with explanation	Yes	No
Web	11/29/2013	Closed with explanation	Yes	Yes
Web	11/29/2013	Closed with explanation	Yes	No
Referral	12/27/2013	Closed with explanation	Yes	No
Postal mail	01/03/2014	Closed with explanation	Yes	No
Fax	12/16/2013	Closed with explanation	Yes	No
Web	01/02/2014	Closed with explanation	Yes	Yes
Web	11/29/2013	Closed with monetary relief	Yes	No
Web	12/11/2013	Closed with explanation	Yes	No
Referral	01/07/2014	Closed with monetary relief	Yes	No
Phone	12/23/2013	Closed with monetary relief	Yes	No
Referral	01/03/2014	Closed with explanation	Yes	Yes
Web	12/06/2013	Closed with explanation	Yes	No
Web	12/05/2013	Closed with non-monetary relief	Yes	No
Web	01/13/2014	Closed with explanation	Yes	Yes
Web	11/30/2013	Closed with monetary relief	Yes	No
Phone	01/09/2014	Closed with explanation	Yes	Yes
Web	01/16/2014	Closed with monetary relief	Yes	No
Phone	01/06/2014	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

652044

659786

615849

616357

616358

644423

652121

632177

652499

616400

630465

652531

644401

652543

624458

615809

666457

616856

658796

666540

652616

Credit Card Complaints

Based on Consumer Complaints

12/01/2013	Credit card
01/13/2014	Credit card
12/12/2013	Credit card
12/12/2013	Credit card
12/01/2013	Credit card
12/24/2013	Credit card
01/08/2014	Credit card
12/01/2013	Credit card
12/24/2013	Credit card
01/02/2014	Credit card
12/24/2013	Credit card
01/09/2014	Credit card
12/12/2013	Credit card
12/12/2013	Credit card
12/02/2013	Credit card
12/02/2013	Credit card
12/24/2013	Credit card
12/02/2013	Credit card
01/08/2014	Credit card
12/24/2013	Credit card
01/08/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Customer service / Customer relations

Billing disputes

Billing disputes

Billing disputes

Closing/Cancelling account

Billing disputes

Credit determination

Identity theft / Fraud / Embezzlement

Closing/Cancelling account

Credit card protection / Debt protection

Credit determination

Delinquent account

Billing disputes

Closing/Cancelling account

Other

Other

Unsolicited issuance of credit card

Other

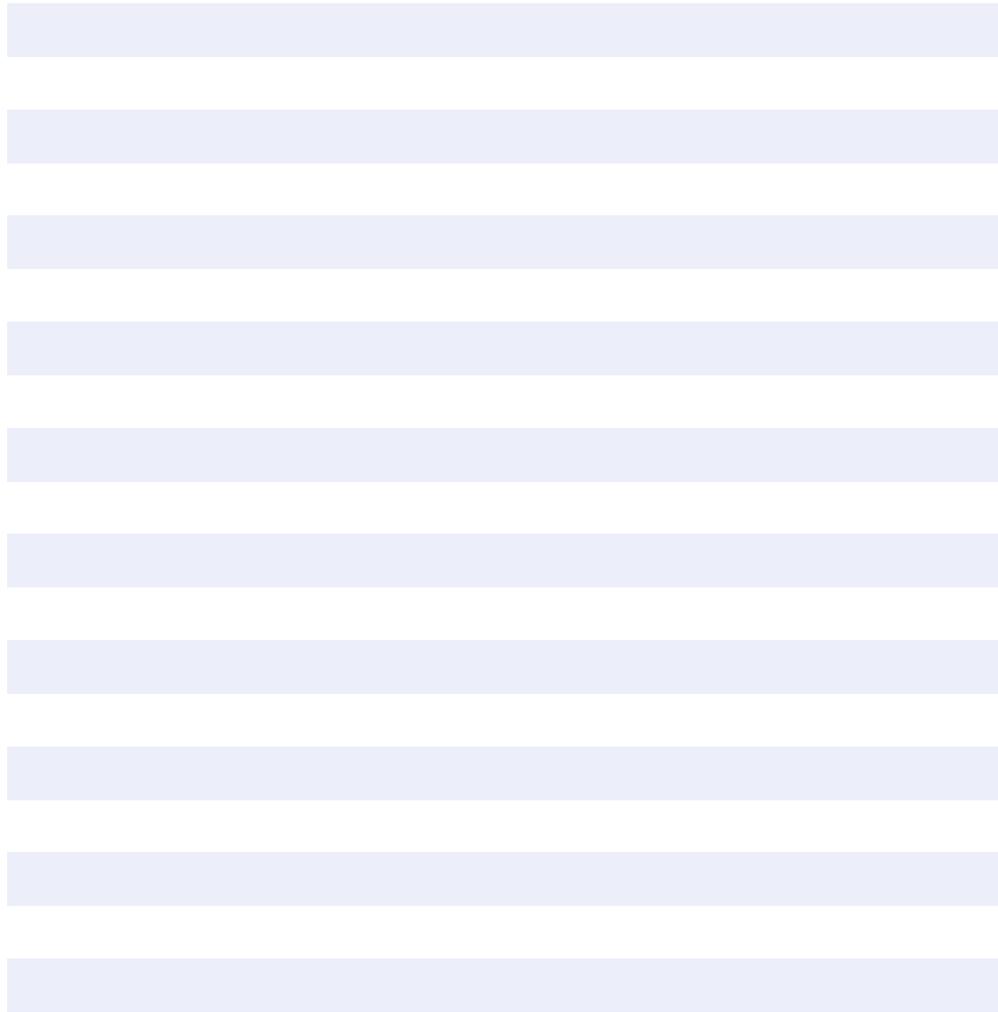
APR or interest rate

Other

Identity theft / Fraud / Embezzlement

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

			Servicemember	
Navy FCU	VA	23455	Servicemember	N/A
Citibank	IA	50036		N/A
Amex	FL	34986		N/A
Wells Fargo & Company	FL	32327		N/A
JPMorgan Chase & Co.	SD	57106		N/A
Discover	TX	77035	Older American	N/A
Citibank	MA	01841		N/A
Wells Fargo & Company	PA	19401		N/A
Amex	FL	33031		N/A
Citibank	IN	46074		N/A
Citibank	CA	94558		N/A
Amex	SC	29206	Servicemember	N/A
Synchrony Financial	RI	02910		N/A
Wells Fargo & Company	CA	95993		N/A
Synchrony Financial	VA	22033		N/A
Capital One	CA	94501		N/A
Capital One	CA	92064		N/A
Citibank	CT	06896		N/A
Amex	WA	98375		N/A
Wells Fargo & Company	CA	92257		N/A
Bank of America	NE	68064		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	12/05/2013	Closed	Yes	No
Web	01/16/2014	Closed with explanation	Yes	No
Referral	12/16/2013	Closed with monetary relief	Yes	No
Referral	12/16/2013	Closed with explanation	Yes	No
Web	11/30/2013	Closed with explanation	Yes	No
Web	12/24/2013	Closed with monetary relief	Yes	No
Web	01/08/2014	Closed with explanation	Yes	No
Web	12/04/2013	Closed with explanation	Yes	No
Web	12/24/2013	Closed with explanation	Yes	No
Postal mail	01/03/2014	Closed with explanation	Yes	No
Postal mail	12/31/2013	Closed with explanation	Yes	Yes
Web	01/09/2014	Closed with non-monetary relief	Yes	No
Web	12/11/2013	Closed with monetary relief	Yes	No
Web	12/11/2013	Closed with explanation	Yes	No
Web	12/01/2013	Closed with explanation	Yes	No
Web	12/01/2013	Closed with explanation	Yes	Yes
Web	01/10/2014	Closed with explanation	Yes	No
Web	12/03/2013	Closed with monetary relief	Yes	No
Web	01/08/2014	Closed with explanation	Yes	No
Phone	12/30/2013	Closed with explanation	Yes	No
Phone	01/09/2014	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

615789

666582

631379

631378

616981

645057

660483

616601

645047

652689

644192

661304

631176

632276

618520

617009

645119

617066

660124

645197

660132

Credit Card Complaints

Based on Consumer Complaints

12/18/2013	Credit card
12/12/2013	Credit card
01/02/2014	Credit card
12/24/2013	Credit card
01/14/2014	Credit card
12/12/2013	Credit card
12/06/2013	Credit card
01/14/2014	Credit card
12/12/2013	Credit card
12/02/2013	Credit card
12/25/2013	Credit card
01/14/2014	Credit card
12/25/2013	Credit card
01/14/2014	Credit card
12/02/2013	Credit card
12/06/2013	Credit card
12/12/2013	Credit card
12/02/2013	Credit card
01/09/2014	Credit card
12/26/2013	Credit card
01/02/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

APR or interest rate

Late fee

Billing disputes

Other fee

Other

Late fee

Late fee

Identity theft / Fraud / Embezzlement

Billing disputes

Payoff process

Delinquent account

Closing/Cancelling account

Cash advance

Billing disputes

Identity theft / Fraud / Embezzlement

Customer service / Customer relations

Customer service / Customer relations

Transaction issue

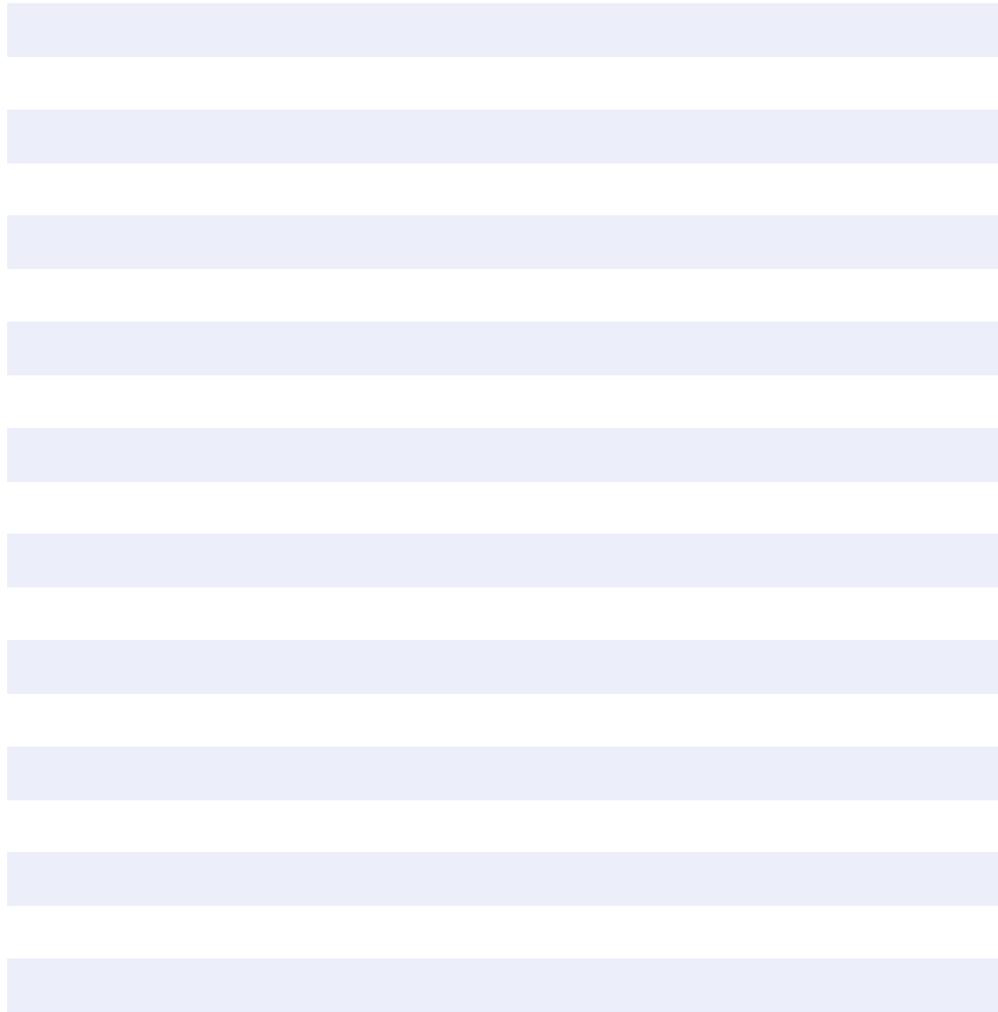
Credit determination

Identity theft / Fraud / Embezzlement

APR or interest rate

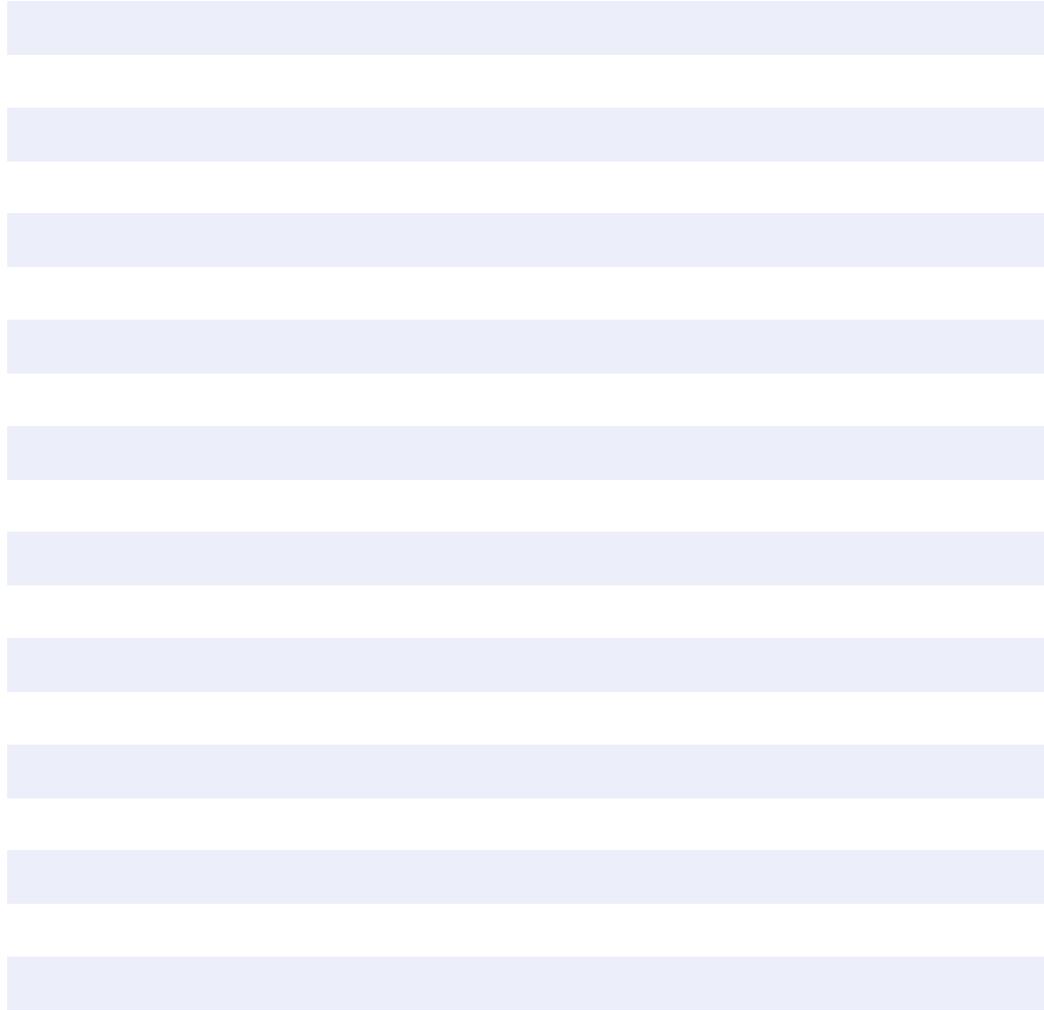
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Synchrony Financial	NY	10040		N/A
Citibank	FL	34609		N/A
USAA Savings	AZ	85258	Older American	N/A
Citibank	CA	93015		N/A
Amex	TX	78660		N/A
Wells Fargo & Company	NJ	07302		N/A
Synchrony Financial	CA	95301		N/A
Bank of America				N/A
Discover	NJ	08094		N/A
Citibank	NJ	07726		N/A
Bank of America	TX	77062		N/A
Wells Fargo & Company	WA	98233		N/A
Amex			Older American	N/A
Fifth Third Financial Corporation	TN	37221		N/A
Amex	WA	98370	Older American	N/A
HSBC North America Holdings Inc.	NY	10603		N/A
JPMorgan Chase & Co.	ME	04072		N/A
U.S. Bancorp	NV	89132	Servicemember	N/A
Discover	GA	30039		N/A
Wells Fargo & Company	NY	12210		N/A
Synchrony Financial	TX	77429		N/A

Credit Card Complaints

Based on Consumer Complaints

Referral	12/24/2013	Closed with explanation	Yes	No
Web	12/12/2013	Closed with monetary relief	Yes	No
Web	01/07/2014	Closed with non-monetary relief	Yes	No
Referral	01/06/2014	Closed with monetary relief	Yes	No
Web	01/13/2014	Closed with explanation	Yes	No
Web	12/20/2013	Closed with monetary relief	Yes	No
Web	12/06/2013	Closed with monetary relief	Yes	No
Web	01/16/2014	Closed with explanation	Yes	Yes
Web	12/12/2013	Closed with explanation	Yes	Yes
Web	12/02/2013	Closed with explanation	Yes	Yes
Web	12/24/2013	Closed with explanation	Yes	Yes
Referral	01/15/2014	Closed with explanation	Yes	Yes
Web	12/30/2013	Closed with explanation	Yes	Yes
Referral	01/17/2014	Closed with explanation	Yes	No
Postal mail	12/03/2013	Closed with explanation	Yes	No
Web	12/06/2013	Closed with explanation	No	Yes
Web	12/12/2013	Closed with explanation	Yes	Yes
Postal mail	12/02/2013	Closed with explanation	Yes	No
Web	01/14/2014	Closed with explanation	Yes	No
Web	12/26/2013	Closed with non-monetary relief	Yes	No
Web	01/07/2014	Closed with monetary relief	Yes	No

Credit Card Complaints

Based on Consumer Complaints

642642

631314

652105

645275

667904

631349

624777

667958

631007

616945

645344

668158

645368

668522

618544

624837

631021

618237

660927

645454

652945

Credit Card Complaints

Based on Consumer Complaints

12/12/2013	Credit card
01/03/2014	Credit card
12/18/2013	Credit card
01/03/2014	Credit card
01/09/2014	Credit card
01/03/2014	Credit card
01/14/2014	Credit card
01/14/2014	Credit card
01/09/2014	Credit card
01/03/2014	Credit card
12/12/2013	Credit card
01/09/2014	Credit card
01/09/2014	Credit card
01/03/2014	Credit card
01/14/2014	Credit card
01/03/2014	Credit card
12/26/2013	Credit card
12/18/2013	Credit card
12/12/2013	Credit card
12/19/2013	Credit card

Credit Card Complaints

Based on Consumer Complaints

Closing/Cancelling account

Identity theft / Fraud / Embezzlement

Other fee

Rewards

Billing disputes

Identity theft / Fraud / Embezzlement

Closing/Cancelling account

Customer service / Customer relations

Identity theft / Fraud / Embezzlement

Closing/Cancelling account

Identity theft / Fraud / Embezzlement

APR or interest rate

Billing disputes

Billing statement

Other fee

APR or interest rate

Identity theft / Fraud / Embezzlement

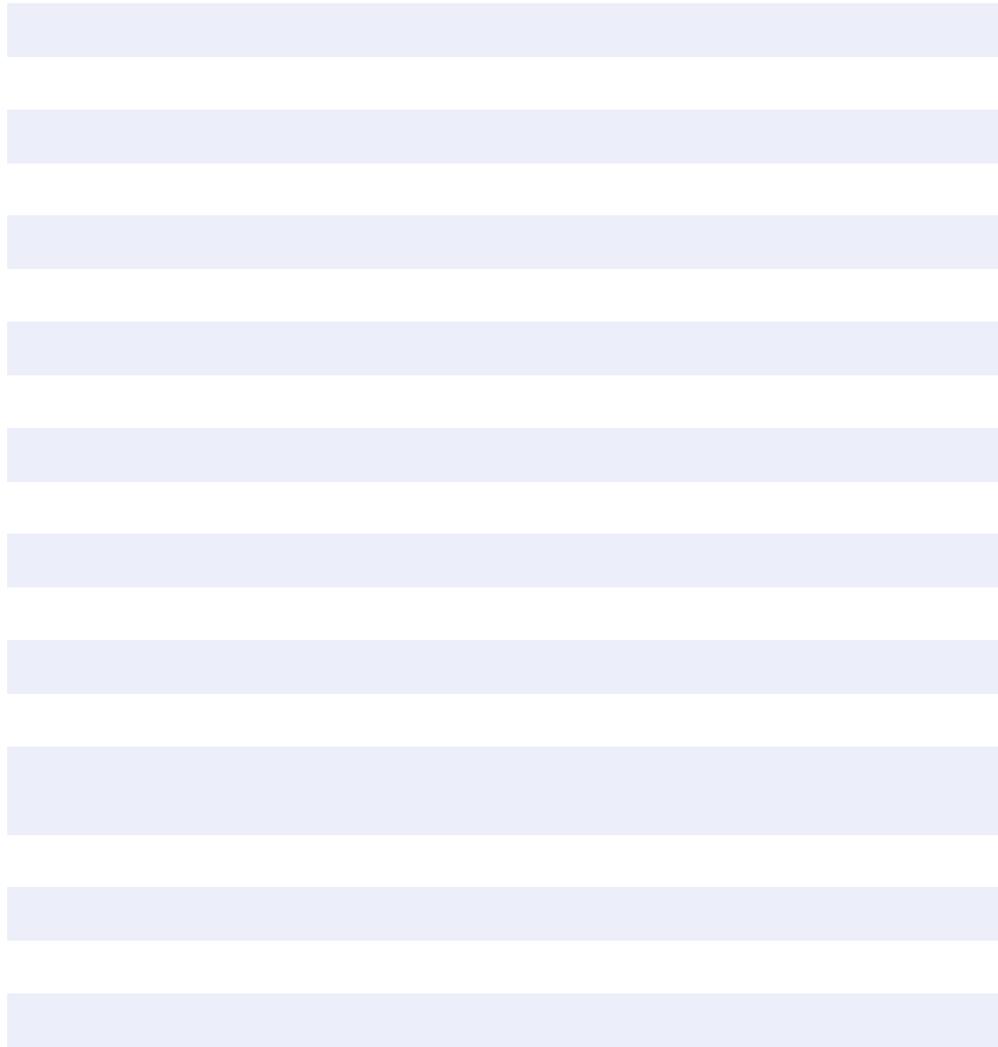
Unsolicited issuance of credit card

Delinquent account

Billing disputes

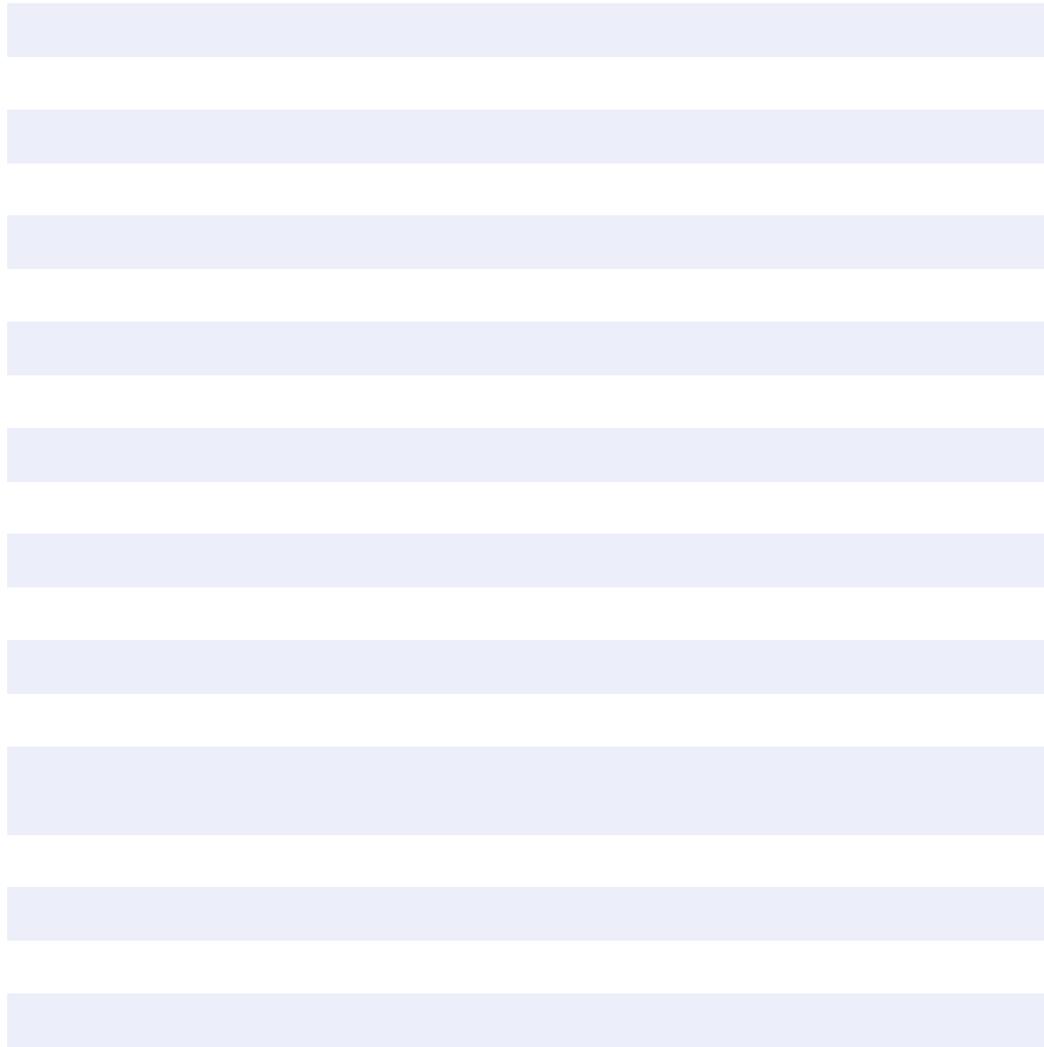
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Synchrony Financial	NC	28541		N/A
Citibank	FL	33967		N/A
Citibank	NJ	08053		N/A
Barclays PLC	CA	95391		N/A
Citibank	NY	11557	Older American	N/A
Capital One	CA	90650		N/A
Capital One	CA	94538		N/A
Amex	RI	02904		N/A
Synchrony Financial	PA	15005		N/A
First National Bank of Omaha	CA	90291		N/A
U.S. Bancorp	CA	94806		N/A
Wells Fargo & Company	SC	29369	Older American	N/A
Capital One	GA	31410		N/A
Citibank	NJ	07726		N/A
Bank of America	MA	02118	Older American	N/A
Bank of America	NJ	07928	Older American, Servicemember	N/A
Barclays PLC	NJ	07866		N/A
Capital One	OH	44685		N/A
Synchrony Financial	CA	95055		N/A
Citibank	CA	95376		N/A

Credit Card Complaints

Based on Consumer Complaints

Phone	12/13/2013	Closed with explanation	Yes	Yes
Referral	01/08/2014	Closed with monetary relief	Yes	No
Referral	12/20/2013	Closed with monetary relief	Yes	No
Referral	01/10/2014	Closed with explanation	Yes	No
Phone	01/09/2014	Closed with explanation	Yes	No
Web	01/02/2014	Closed with explanation	Yes	No
Web	01/14/2014	Closed with monetary relief	Yes	No
Web	01/28/2014	Closed with explanation	Yes	No
Postal mail	01/09/2014	Closed with explanation	Yes	Yes
Web	01/07/2014	Closed with explanation	Yes	No
Web	12/12/2013	Closed with non-monetary relief	Yes	No
Phone	01/09/2014	Closed with explanation	Yes	Yes
Referral	01/13/2014	Closed with monetary relief	Yes	No
Referral	01/06/2014	Closed with monetary relief	Yes	Yes
Web	01/14/2014	Closed with non-monetary relief	Yes	No
Phone	01/07/2014	Closed with explanation	Yes	No
Referral	01/09/2014	Closed with monetary relief	Yes	No
Web	12/18/2013	Closed with monetary relief	Yes	No
Web	12/20/2013	Closed with explanation	Yes	No
Referral	12/30/2013	Closed with monetary relief	Yes	No

Credit Card Complaints

Based on Consumer Complaints

631559

653658

640193

653699

661020

653793

668344

668348

660751

653863

631784

661217

661228

653940

668544

653570

645896

638462

631891

638279

Credit Card Complaints

Based on Consumer Complaints

01/14/2014	Credit card
12/26/2013	Credit card
12/12/2013	Credit card
01/14/2014	Credit card
12/26/2013	Credit card
01/09/2014	Credit card
01/09/2014	Credit card
01/14/2014	Credit card
12/19/2013	Credit card
12/19/2013	Credit card
12/19/2013	Credit card
12/12/2013	Credit card
01/03/2014	Credit card
12/19/2013	Credit card
12/12/2013	Credit card
12/12/2013	Credit card
01/14/2014	Credit card
12/13/2013	Credit card
01/14/2014	Credit card
12/13/2013	Credit card
12/13/2013	Credit card
12/13/2013	Credit card

Credit Card Complaints

Based on Consumer Complaints

Other fee

Billing disputes

Closing/Cancelling account

Closing/Cancelling account

Transaction issue

Late fee

Delinquent account

Transaction issue

Delinquent account

Identity theft / Fraud / Embezzlement

APR or interest rate

Billing disputes

Billing disputes

APR or interest rate

Billing disputes

Other

Advertising and marketing

Billing disputes

Late fee

Sale of account

Credit determination

Closing/Cancelling account

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	NJ	08534	N/A
Capital One	IA	50317	N/A
Citibank	IL	61874	N/A
Capital One	PA	19138	N/A
Amex	NJ	07087	N/A
TD Bank US Holding Company	CA	92082	N/A
Citibank	TX	77045	N/A
Capital One	MD	20812	N/A
JPMorgan Chase & Co.	KS	66617	N/A
Bank of America	NC	28605	N/A
JPMorgan Chase & Co.	KS	66617	N/A
Amex	DE	19709	N/A
Synchrony Financial	NY	11581	N/A
Capital One	KS	66617	N/A
JPMorgan Chase & Co.	FL	33309	N/A
Capital One	CA	92627	N/A
Citibank	MD	21239	N/A
Bank of America	SC	29118	N/A
Capital One	CA	92780	N/A
JPMorgan Chase & Co.	NH	03031	N/A
Amex	AZ	85382	N/A
JPMorgan Chase & Co.	ID	83221	N/A

Credit Card Complaints

Based on Consumer Complaints

Web	01/14/2014	Closed with explanation	Yes	No
Postal mail	12/31/2013	Closed with monetary relief	Yes	No
Web	12/12/2013	Closed with explanation	Yes	Yes
Postal mail	01/23/2014	Closed with explanation	Yes	No
Web	01/07/2014	Closed with non-monetary relief	Yes	No
Referral	01/13/2014	Closed with explanation	Yes	Yes
Web	01/09/2014	Closed with explanation	Yes	Yes
Web	01/14/2014	Closed with explanation	Yes	No
Web	12/30/2013	Closed with explanation	Yes	No
Web	01/06/2014	Closed with explanation	Yes	No
Web	12/18/2013	Closed with explanation	Yes	No
Web	12/16/2013	Closed with non-monetary relief	Yes	No
Referral	01/08/2014	Closed with non-monetary relief	Yes	No
Web	12/19/2013	Closed with explanation	Yes	No
Fax	12/13/2013	Closed with explanation	Yes	Yes
Web	12/12/2013	Closed with non-monetary relief	Yes	No
Phone	01/17/2014	Closed with non-monetary relief	Yes	Yes
Referral	12/16/2013	Closed with explanation	Yes	No
Web	01/14/2014	Closed with monetary relief	Yes	No
Web	12/12/2013	Closed with explanation	Yes	Yes
Web	12/12/2013	Closed with explanation	Yes	Yes
Referral	12/16/2013	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

668721

646016

631966

667193

646055

665151

662053

668838

638200

638569

638570

632043

654182

638581

630974

631830

668978

632798

669995

632862

632866

633087

Credit Card Complaints

Based on Consumer Complaints

12/13/2013	Credit card
12/07/2013	Credit card
12/19/2013	Credit card
12/19/2013	Credit card
12/26/2013	Credit card
12/26/2013	Credit card
12/26/2013	Credit card
12/07/2013	Credit card
12/19/2013	Credit card
12/07/2013	Credit card
12/07/2013	Credit card
12/26/2013	Credit card

Credit Card Complaints

Based on Consumer Complaints

Billing disputes

APR or interest rate

Payoff process

Closing/Cancelling account

Other

Billing disputes

Credit card protection / Debt protection

APR or interest rate

Billing disputes

Delinquent account

Forbearance / Workout plans

Billing disputes

Other

APR or interest rate

Other

Closing/Cancelling account

Billing disputes

Identity theft / Fraud / Embezzlement

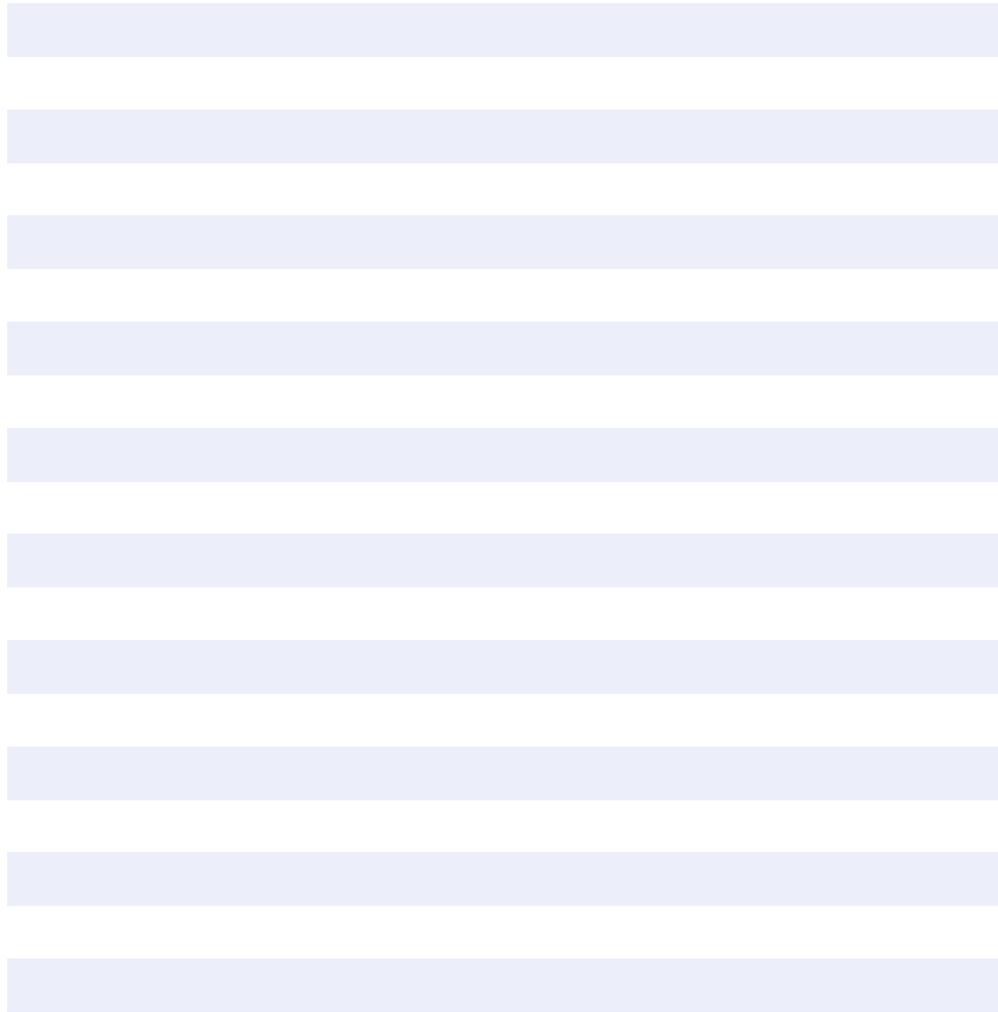
Billing disputes

Other

APR or interest rate

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Synchrony Financial	VA	23069		N/A
U.S. Bancorp	OH	45102	Older American	N/A
Capital One	LA	70895		N/A
Amex	MI	48042	Servicemember	N/A
Synchrony Financial	IN	46205		N/A
Discover	OH	44870		N/A
JPMorgan Chase & Co.	TX	75087		N/A
Synchrony Financial	MA	02151		N/A
Bank of the West	CA	94577		N/A
Bank of America	TX	77024		N/A
Amex	AZ	85258		N/A
Portfolio Recovery Associates, Inc.	FL	33154		N/A
Bank of America	WA	98225		N/A
Citibank	NJ	07410		N/A
JPMorgan Chase & Co.	IL	60067		N/A
JPMorgan Chase & Co.	NY	10536	Older American	N/A
Capital One	CA	95133		N/A
Synchrony Financial	VA	22201		N/A
Capital One	CA	91406		N/A
Capital One	NH	03038		N/A
JPMorgan Chase & Co.	OK	74135		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	12/13/2013	Closed with monetary relief	Yes	No
Phone	12/16/2013	Closed with non-monetary relief	Yes	No
Web	12/13/2013	Closed with monetary relief	Yes	No
Web	12/13/2013	Closed with explanation	Yes	Yes
Web	12/18/2013	Closed with explanation	Yes	Yes
Web	12/13/2013	Closed with monetary relief	Yes	No
Fax	12/16/2013	Closed with explanation	Yes	Yes
Web	12/13/2013	Closed with explanation	Yes	No
Web	12/17/2013	Closed with explanation	Yes	No
Web	12/18/2013	Closed with non-monetary relief	Yes	No
Web	12/17/2013	Closed with explanation	Yes	No
Web	12/30/2013	Closed with non-monetary relief	Yes	Yes
Referral	12/30/2013	Closed with explanation	Yes	No
Web	12/26/2013	Closed with explanation	Yes	No
Web	12/26/2013	Closed with explanation	Yes	No
Phone	01/09/2014	Closed with explanation	Yes	No
Web	12/06/2013	Closed with monetary relief	Yes	No
Web	12/19/2013	Closed with explanation	Yes	No
Web	12/13/2013	Closed with explanation	Yes	No
Web	12/07/2013	Closed with monetary relief	Yes	No
Web	12/26/2013	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

632974

633013

634558

633362

634570

634580

633407

633371

633480

633588

624141

638602

638897

645978

646825

646094

625289

639588

625312

626575

646163

Credit Card Complaints

Based on Consumer Complaints

12/08/2013	Credit card
12/26/2013	Credit card
12/26/2013	Credit card
12/08/2013	Credit card
12/19/2013	Credit card
12/09/2013	Credit card
12/09/2013	Credit card
12/14/2013	Credit card
12/27/2013	Credit card
01/03/2014	Credit card
01/09/2014	Credit card
12/19/2013	Credit card
12/27/2013	Credit card
12/15/2013	Credit card
01/14/2014	Credit card
12/15/2013	Credit card
12/09/2013	Credit card
12/09/2013	Credit card
01/09/2014	Credit card
01/15/2014	Credit card
12/09/2013	Credit card

Credit Card Complaints

Based on Consumer Complaints

Delinquent account

Transaction issue

Identity theft / Fraud / Embezzlement

Billing disputes

APR or interest rate

APR or interest rate

Advertising and marketing

Billing disputes

APR or interest rate

Other fee

Identity theft / Fraud / Embezzlement

Billing disputes

Credit line increase/decrease

Billing disputes

Other

Billing disputes

Transaction issue

Advertising and marketing

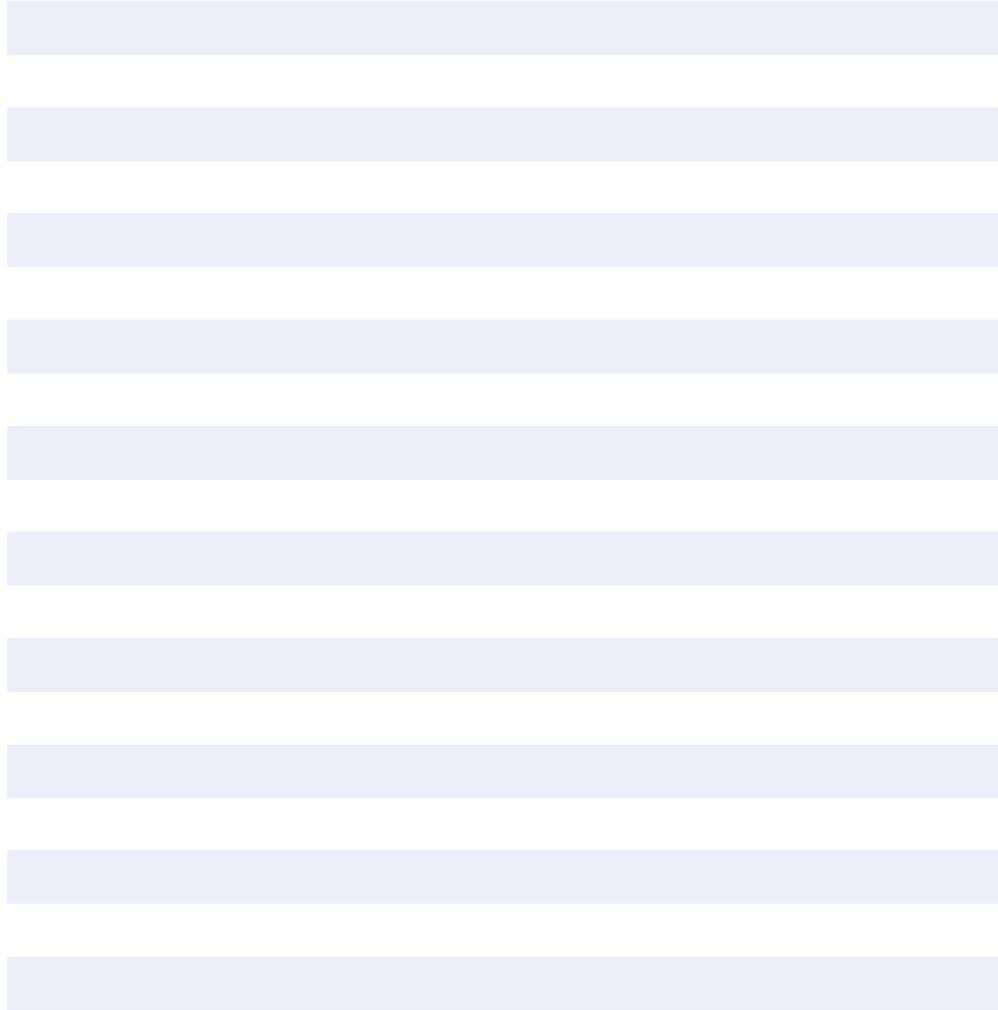
Identity theft / Fraud / Embezzlement

Billing statement

Other

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Citibank	OK	74126		N/A
Synchrony Financial	NY	11950		N/A
JPMorgan Chase & Co.	NY	10458		N/A
TD Bank US Holding Company	CA	90212		N/A
Citibank	NJ	08053		N/A
Citibank	KY	40299		N/A
Citibank	NY	13027		N/A
JPMorgan Chase & Co.	TX	78665		N/A
Capital One	NY	11010		N/A
Capital One	MD	21236		N/A
TD Bank US Holding Company	CA	91030		N/A
Capital One	OH	44113		N/A
Capital One	IN	46032		N/A
Wells Fargo & Company	VA	23111		N/A
Bank of America	RI	02921		N/A
Capital One	CA	92626		N/A
Fifth Third Financial Corporation	PA	15221		N/A
Synchrony Financial	OH	44875		N/A
Citibank	NY	10462		N/A
Discover	WA	98335	Servicemember	N/A
Capital One	NY	11223	Older American	N/A

Credit Card Complaints

Based on Consumer Complaints

Web	12/08/2013	Closed with explanation	Yes	Yes
Referral	01/08/2014	Closed with explanation	Yes	No
Web	01/15/2014	Closed with explanation	Yes	Yes
Web	12/20/2013	Closed with non-monetary relief	Yes	No
Referral	12/31/2013	Closed with monetary relief	Yes	No
Web	12/08/2013	Closed with explanation	Yes	No
Web	12/08/2013	Closed with non-monetary relief	Yes	No
Web	12/13/2013	Closed with explanation	Yes	No
Web	12/26/2013	Closed with monetary relief	Yes	No
Web	01/03/2014	Closed with monetary relief	Yes	No
Web	02/10/2014	Closed with non-monetary relief	Yes	Yes
Referral	12/30/2013	Closed with explanation	Yes	Yes
Postal mail	01/14/2014	Closed with explanation	Yes	No
Web	12/19/2013	Closed with monetary relief	Yes	No
Postal mail	01/17/2014	Closed with explanation	Yes	No
Web	12/15/2013	Closed with monetary relief	Yes	No
Web	12/09/2013	Closed with monetary relief	Yes	No
Web	12/18/2013	Closed with explanation	Yes	No
Web	01/09/2014	Closed with explanation	Yes	No
Web	01/14/2014	Closed with explanation	Yes	No
Phone	12/13/2013	Closed with monetary relief	Yes	No

Credit Card Complaints

Based on Consumer Complaints

624055

646229

646237

625473

639163

625501

625513

633959

647166

654380

662493

638969

648344

634123

667281

634517

625677

625691

661828

670028

626604

Credit Card Complaints

Based on Consumer Complaints

01/15/2014 Credit card

01/27/2014 Credit card

01/15/2014 Credit card

01/09/2014 Credit card

01/03/2014 Credit card

01/15/2014 Credit card

12/16/2013 Credit card

12/09/2013 Credit card

12/19/2013 Credit card

01/09/2014 Credit card

12/27/2013 Credit card

01/15/2014 Credit card

12/16/2013 Credit card

01/03/2014 Credit card

12/16/2013 Credit card

12/16/2013 Credit card

12/09/2013 Credit card

12/09/2013 Credit card

01/04/2014 Credit card

Credit Card Complaints

Based on Consumer Complaints

Credit determination

Customer service / Customer relations

Billing statement

Billing statement

Unsolicited issuance of credit card

Billing disputes

Closing/Cancelling account

Credit determination

Customer service / Customer relations

Delinquent account

Other

Billing disputes

Balance transfer fee

Identity theft / Fraud / Embezzlement

APR or interest rate

Identity theft / Fraud / Embezzlement

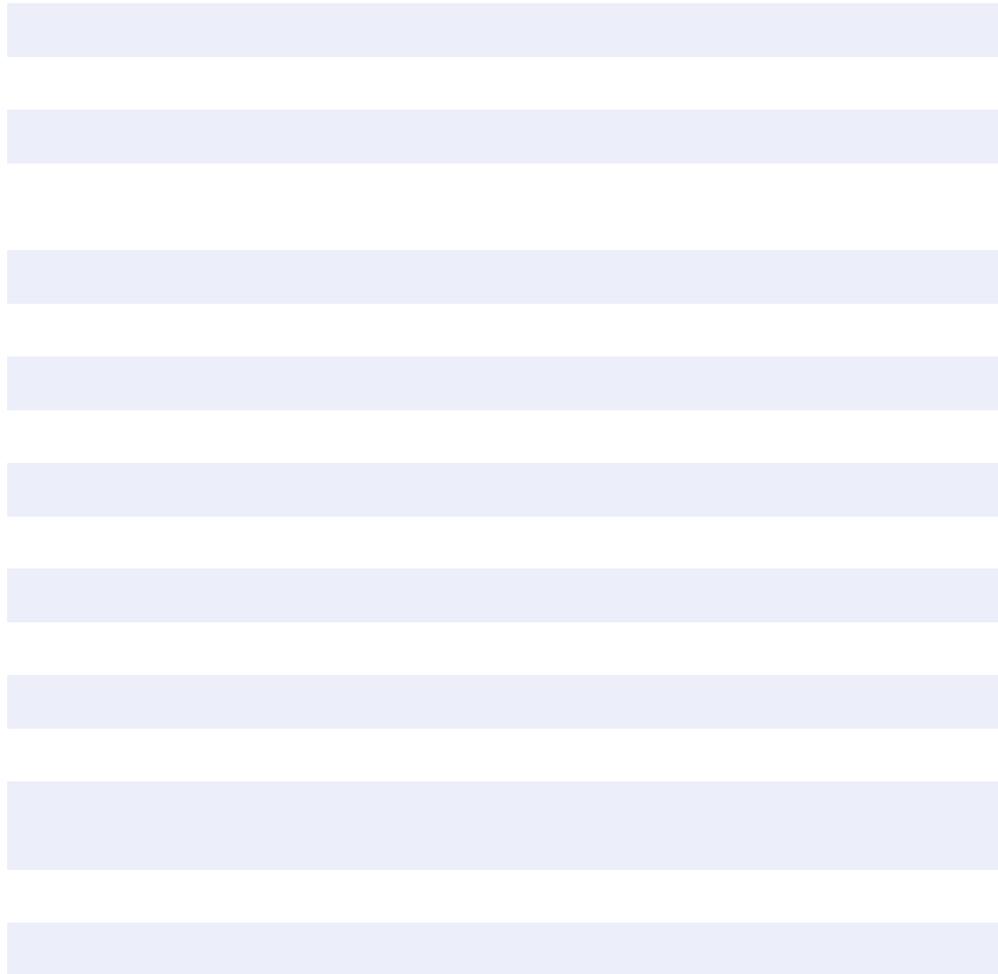
Billing disputes

Other

Other

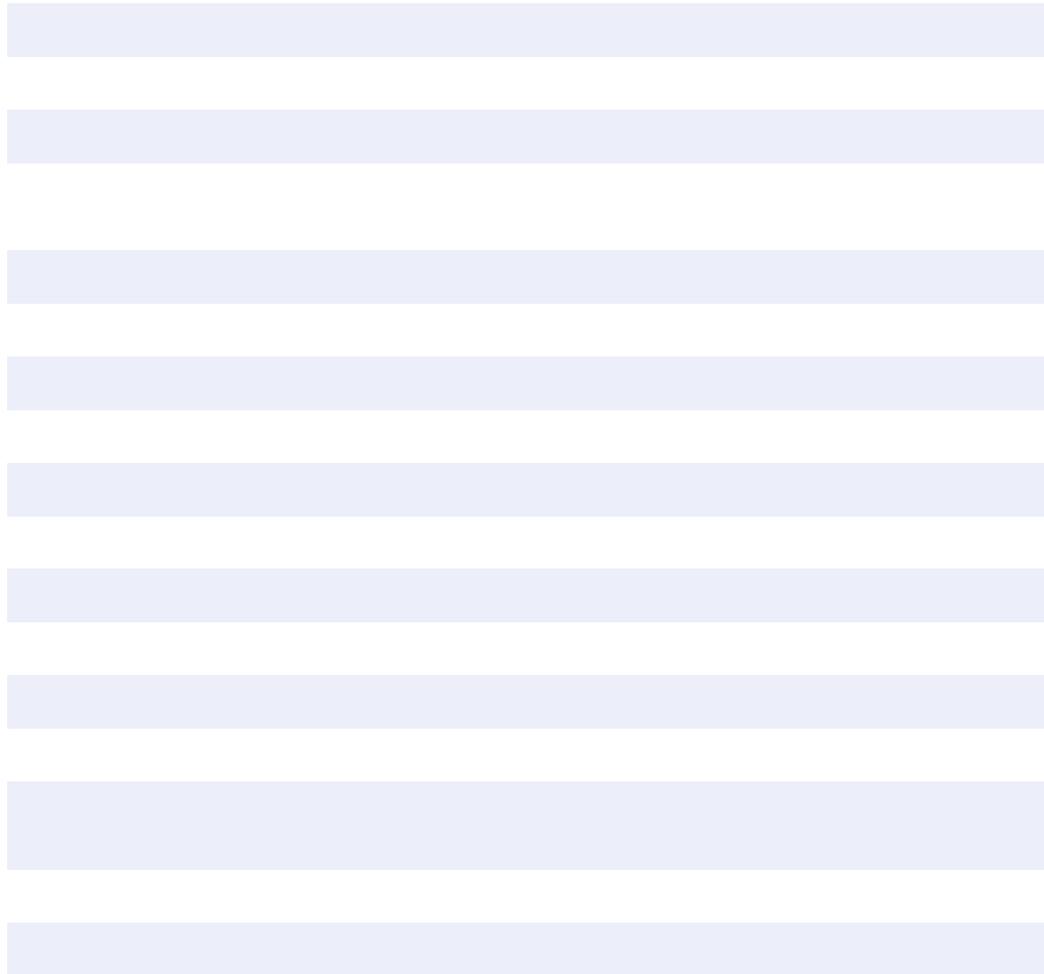
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Citibank	MA	01754		N/A
Capital One	TN	37604		N/A
Synchrony Financial	CA	95354		N/A
TD Bank US Holding Company	NH	03053	Older American	N/A
Synchrony Financial	PA	19115	Older American, Servicemember	N/A
Bank of America	AL	35902		N/A
Synchrony Financial	IL	60102		N/A
Citibank	NY	12580		N/A
JPMorgan Chase & Co.	OH	45245		N/A
Citibank	FL	34990		N/A
Bank of America	PA	19056		N/A
Amex	OH	45069		N/A
Bank of America	PA	19363		N/A
Barclays PLC	MA	01970	Older American	N/A
Synchrony Financial	FL	33472		N/A
Navy FCU	NV	89702	Older American, Servicemember	N/A
Citibank	ME	04401		N/A
Bank of America	IL	60441		N/A
Bank of America	MI	48602		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	01/16/2014	Closed with explanation	Yes	No
Referral	02/05/2014	Closed with explanation	Yes	No
Web	01/14/2014	Closed with explanation	Yes	Yes
Web	01/14/2014	Closed with monetary relief	Yes	Yes
Phone	01/06/2014	Closed with monetary relief	Yes	No
Web	01/17/2014	Closed with explanation	Yes	No
Web	12/15/2013	Closed with explanation	Yes	No
Web	12/09/2013	Closed with explanation	Yes	No
Referral	12/19/2013	Closed with explanation	Yes	Yes
Web	01/09/2014	Closed with explanation	Yes	No
Web	12/27/2013	Closed with explanation	Yes	No
Referral	01/21/2014	Closed with explanation	Yes	No
Web	12/19/2013	Closed with explanation	Yes	No
Web	01/03/2014	Closed with explanation	Yes	Yes
Web	12/16/2013	Closed with explanation	Yes	No
Phone	12/19/2013	Closed with explanation	Yes	No
Web	12/10/2013	Closed with explanation	Yes	No
Web	12/19/2013	Closed with explanation	Yes	Yes
Web	01/03/2014	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

670036

687028

671461

661873

654639

669298

634754

625736

638139

661892

648725

670317

635907

654775

635910

634900

625889

625599

654855

Credit Card Complaints

Based on Consumer Complaints

12/27/2013	Credit card
01/04/2014	Credit card
12/19/2013	Credit card
01/09/2014	Credit card
01/04/2014	Credit card
01/09/2014	Credit card
01/04/2014	Credit card
01/15/2014	Credit card
01/04/2014	Credit card
12/19/2013	Credit card
01/15/2014	Credit card
01/10/2014	Credit card
12/09/2013	Credit card
01/10/2014	Credit card
01/15/2014	Credit card
01/05/2014	Credit card
01/15/2014	Credit card
12/20/2013	Credit card
12/20/2013	Credit card

Credit Card Complaints

Based on Consumer Complaints

Credit determination

Customer service / Customer relations

Overlimit fee

Identity theft / Fraud / Embezzlement

Billing disputes

Other

Privacy

Late fee

Identity theft / Fraud / Embezzlement

Billing disputes

APR or interest rate

Identity theft / Fraud / Embezzlement

Late fee

Billing disputes

Other

Billing disputes

Other fee

Other fee

Delinquent account

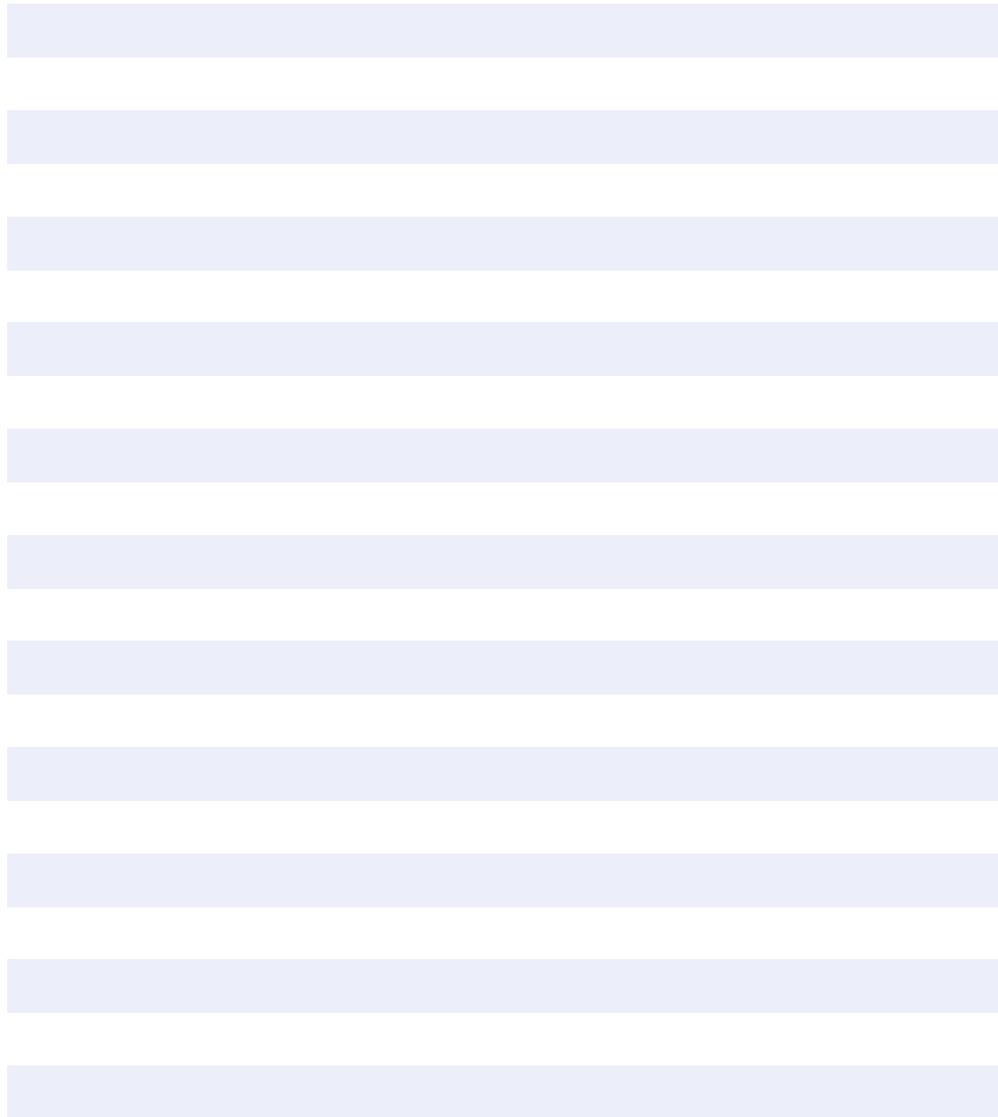
Credit line increase/decrease

Other fee

Late fee

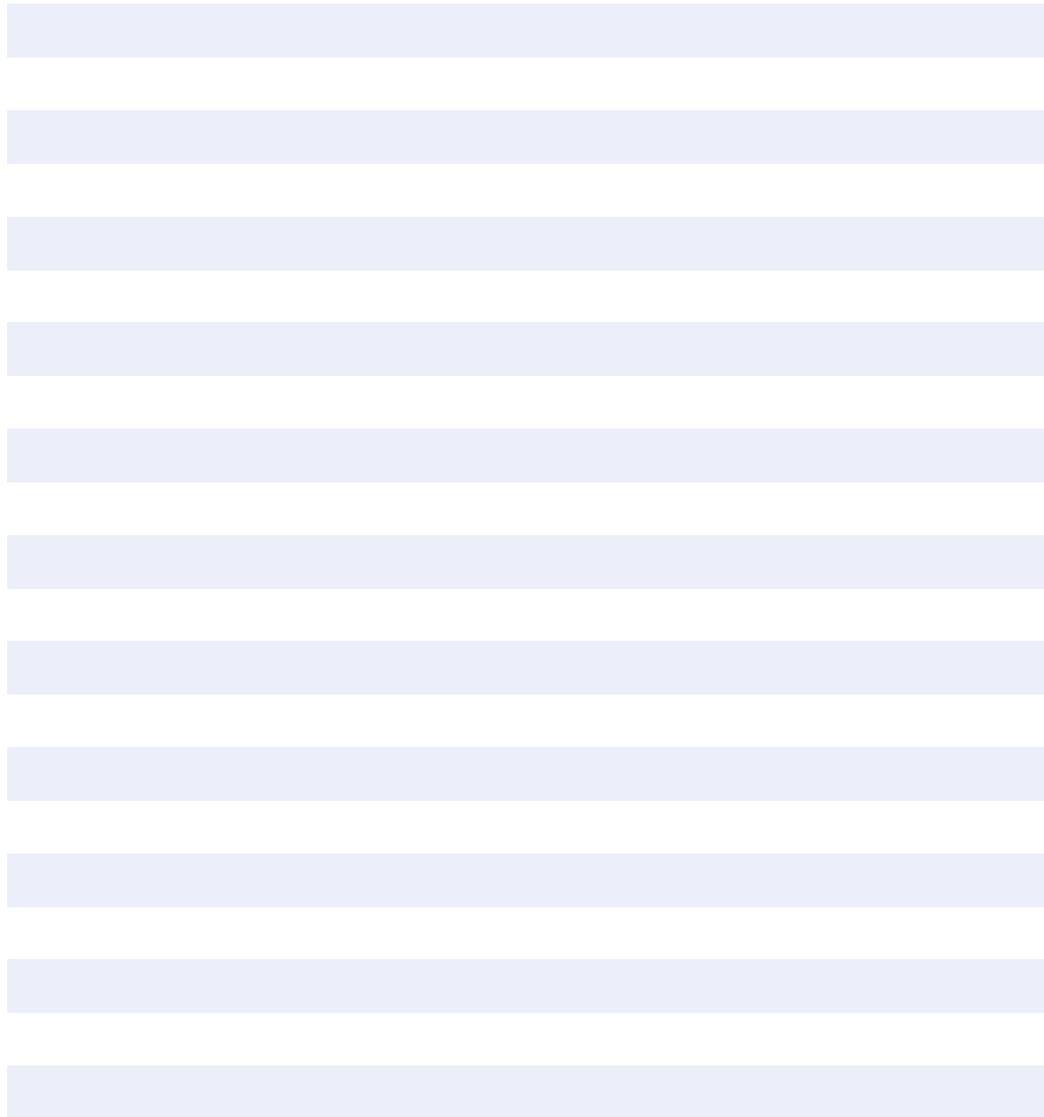
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Capital One	TX	77088		N/A
Citibank	CA	95482		N/A
Capital One	FL	32448		N/A
Citibank	NY	11229		N/A
Capital One	TX	75169		N/A
Wells Fargo & Company	CO	80015		N/A
Synchrony Financial	PA	19605		N/A
Citibank	PA	17013		N/A
Discover	CA	93446		N/A
Citibank	FL	33305		N/A
Barclays PLC	CA	92656	Older American	N/A
Bank of America	DC	20007		N/A
Citibank	VA	22201		N/A
Bank of America	FL	33162		N/A
Synchrony Financial	WA	98370	Servicemember	N/A
Citibank	OH	43123		N/A
Citibank	DC	20005		N/A
Navy FCU	OH	45434	Servicemember	N/A
Wells Fargo & Company	CT	06606		N/A
Citibank	IL	60157		N/A
Synchrony Financial	TX	75231		N/A
Citibank				N/A

Credit Card Complaints

Based on Consumer Complaints

Postal mail	01/03/2014	Closed with explanation	Yes	Yes
Web	01/07/2014	Closed with explanation	Yes	No
Web	01/03/2014	Closed with monetary relief	Yes	Yes
Web	01/04/2014	Closed with monetary relief	Yes	No
Web	01/08/2014	Closed with explanation	Yes	No
Web	12/19/2013	Closed with explanation	Yes	No
Web	01/09/2014	Closed with non-monetary relief	Yes	No
Web	01/04/2014	Closed with monetary relief	Yes	No
Postal mail	01/13/2014	Closed with explanation	Yes	No
Web	01/04/2014	Closed with monetary relief	Yes	No
Phone	01/22/2014	Closed with non-monetary relief	Yes	No
Web	01/04/2014	Closed with explanation	Yes	Yes
Web	12/19/2013	Closed with monetary relief	Yes	Yes
Phone	01/22/2014	Closed with explanation	Yes	No
Web	01/09/2014	Closed with monetary relief	Yes	No
Web	12/09/2013	Closed with monetary relief	Yes	No
Web	01/10/2014	Closed with monetary relief	Yes	No
Web	01/22/2014	Closed with explanation	Yes	No
Web	01/05/2014	Closed with explanation	Yes	No
Postal mail	01/22/2014	Closed with explanation	Yes	No
Web	12/19/2013	Closed with monetary relief	Yes	No
Web	12/30/2013	Closed with monetary relief	Yes	No

Credit Card Complaints

Based on Consumer Complaints

647587

653568

654884

654902

654907

639439

662140

654912

662147

654915

669481

654933

639463

670381

663012

626102

663066

670489

655102

670512

640333

640343

Credit Card Complaints

Based on Consumer Complaints

01/10/2014	Credit card
12/27/2013	Credit card
12/20/2013	Credit card
01/10/2014	Credit card
01/15/2014	Credit card
12/09/2013	Credit card
01/15/2014	Credit card
01/15/2014	Credit card
01/15/2014	Credit card
12/27/2013	Credit card
12/27/2013	Credit card
12/09/2013	Credit card
12/27/2013	Credit card
01/16/2014	Credit card
12/09/2013	Credit card
01/15/2014	Credit card
12/27/2013	Credit card
12/09/2013	Credit card
12/27/2013	Credit card
12/27/2013	Credit card
01/15/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Identity theft / Fraud / Embezzlement

Credit line increase/decrease

Closing/Cancelling account

Balance transfer

Billing disputes

Advertising and marketing

Closing/Cancelling account

Credit line increase/decrease

Billing disputes

Other

Closing/Cancelling account

Billing disputes

APR or interest rate

Other fee

Credit determination

Other fee

Transaction issue

Rewards

Application processing delay

Credit line increase/decrease

Other

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Wells Fargo & Company	NC	28715	Older American	N/A
Bank of America	MD	21244		N/A
Amex	KY	40242	Older American	N/A
Capital One	VA	23838		N/A
Citibank	FL	33029		N/A
Citibank	CA	91360		N/A
First National Bank of Omaha	OH	45701		N/A
JPMorgan Chase & Co.	CA	90745		N/A
Citibank	CA	94043		N/A
Bank of America	VA	23059		N/A
U.S. Bancorp	CA	94044		N/A
Citibank	GA	30008		N/A
Synchrony Financial	NJ	08610		N/A
PayPal Holdings, Inc.	GA	30066		N/A
Citibank	TX	6092-		N/A
JPMorgan Chase & Co.	VA	22205		N/A
Bank of America	VA	23228	Older American	N/A
Amex	KY	40241		N/A
Citibank				N/A
Discover	TX	76012		N/A
Capital One	TX	75026		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	01/10/2014	Closed with explanation	Yes	No
Referral	12/31/2013	Closed with explanation	Yes	No
Phone	12/26/2013	Closed with explanation	Yes	No
Web	01/10/2014	Closed with monetary relief	Yes	No
Referral	01/22/2014	Closed with monetary relief	Yes	No
Web	12/17/2013	Closed with explanation	Yes	No
Referral	01/22/2014	Closed with explanation	Yes	No
Referral	01/22/2014	Closed with explanation	Yes	No
Web	01/22/2014	Closed with monetary relief	Yes	No
Web	01/13/2014	Closed with explanation	Yes	No
Web	12/27/2013	Closed with non-monetary relief	Yes	No
Web	12/17/2013	Closed with explanation	Yes	No
Web	12/27/2013	Closed with explanation	Yes	No
Web	01/16/2014	Closed with monetary relief	Yes	No
Postal mail	12/13/2013	Closed with non-monetary relief	Yes	No
Web	01/15/2014	Closed with explanation	Yes	No
Web	12/27/2013	Closed with explanation	Yes	No
Web	12/09/2013	Closed with non-monetary relief	Yes	Yes
Postal mail	12/31/2013	Closed with explanation	Yes	No
Web	01/07/2014	Closed with explanation	Yes	No
Web	01/15/2014	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

663136

646979

640834

663197

670619

626239

669454

670627

670644

647960

647964

626632

646930

672186

626285

670684

648042

626361

648099

646962

669251

Credit Card Complaints

Based on Consumer Complaints

12/09/2013	Credit card
12/09/2013	Credit card
12/20/2013	Credit card
12/09/2013	Credit card
01/06/2014	Credit card
01/10/2014	Credit card
01/10/2014	Credit card
12/29/2013	Credit card
12/29/2013	Credit card
01/15/2014	Credit card
12/29/2013	Credit card
12/10/2013	Credit card
12/10/2013	Credit card
01/10/2014	Credit card
01/21/2014	Credit card
12/29/2013	Credit card
01/15/2014	Credit card
12/20/2013	Credit card
12/29/2013	Credit card
12/29/2013	Credit card
12/29/2013	Credit card

Credit Card Complaints

Based on Consumer Complaints

Application processing delay

Identity theft / Fraud / Embezzlement

Other

APR or interest rate

Customer service / Customer relations

Closing/Cancelling account

APR or interest rate

Other

APR or interest rate

Billing disputes

Billing disputes

Billing disputes

Billing disputes

Billing statement

Identity theft / Fraud / Embezzlement

Billing disputes

Other

APR or interest rate

Billing statement

Balance transfer fee

Closing/Cancelling account

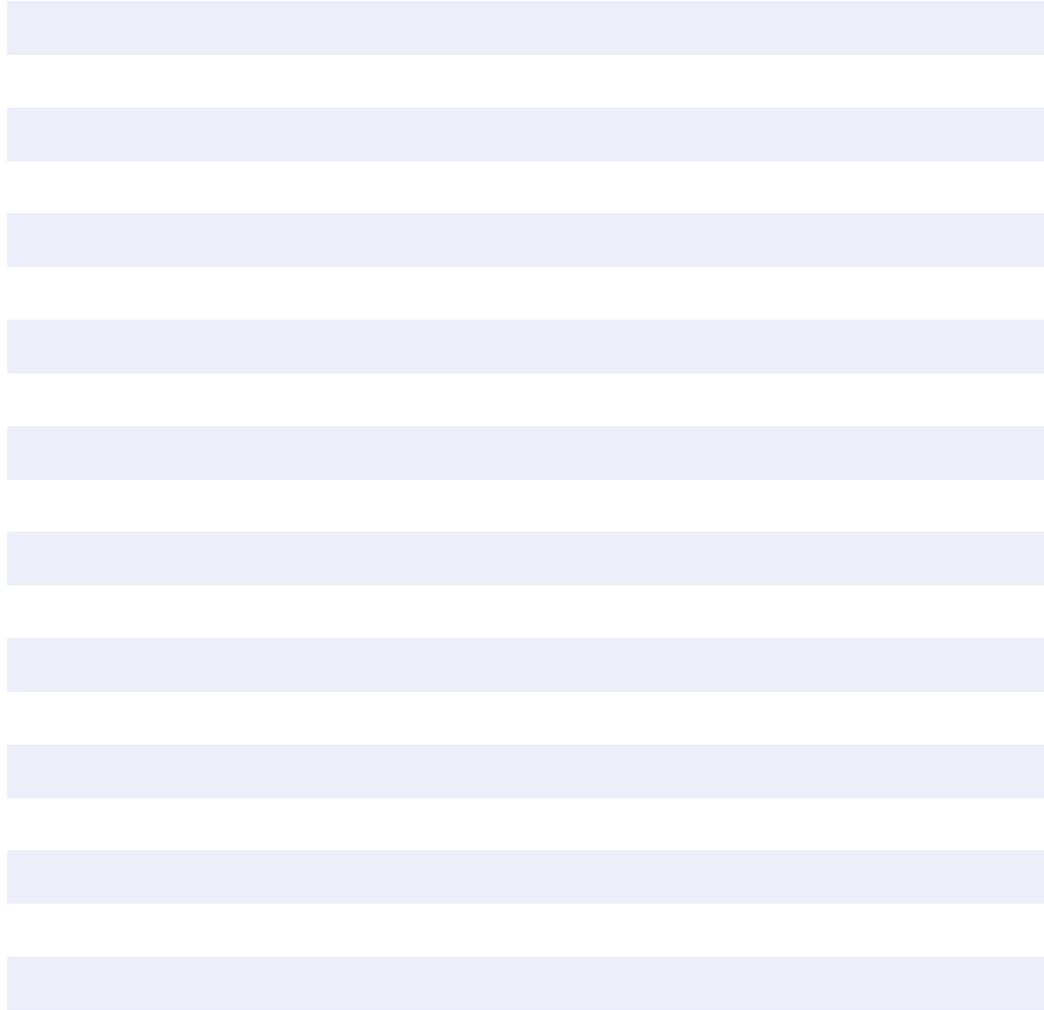
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Synchrony Financial	CA	93535		N/A
U.S. Bancorp	IL	60457		N/A
Capital One	TN	37877		N/A
Citibank	CA	95060	Older American	N/A
TD Bank US Holding Company	NJ	07090		N/A
JPMorgan Chase & Co.	CA	94117		N/A
Capital One	TX	76354		N/A
JPMorgan Chase & Co.	GA	31419		N/A
Citibank	CA	92126		N/A
Synchrony Financial	OH	43011		N/A
Amex	NY	11201	Older American	N/A
JPMorgan Chase & Co.	WA	98103		N/A
PayPal Holdings, Inc.	WA	98103		N/A
Citibank	CA	92263		N/A
JPMorgan Chase & Co.	NY	10314		N/A
Capital One	PA	18902		N/A
Amex	CA	92117		N/A
Bank of America	MA	04101		N/A
JPMorgan Chase & Co.	NY	11501		N/A
Citizens Financial Group, Inc.	TX	75075		N/A
Amex	CA	90265		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	12/09/2013	Closed with monetary relief	Yes	No
Phone	12/16/2013	Closed with explanation	Yes	No
Web	12/20/2013	Closed with non-monetary relief	Yes	No
Phone	12/11/2013	Closed with explanation	Yes	No
Referral	01/08/2014	Closed with monetary relief	Yes	No
Referral	01/13/2014	Closed with explanation	Yes	No
Referral	01/13/2014	Closed with explanation	Yes	No
Web	12/28/2013	Closed with explanation	Yes	No
Web	12/28/2013	Closed with explanation	Yes	No
Referral	01/22/2014	Closed with non-monetary relief	Yes	No
Web	01/13/2014	Closed with monetary relief	Yes	No
Web	12/09/2013	Closed with explanation	Yes	No
Web	12/12/2013	Closed with explanation	Yes	Yes
Web	01/10/2014	Closed with monetary relief	Yes	No
Web	01/27/2014	Closed with explanation	Yes	No
Web	01/09/2014	Closed with monetary relief	Yes	No
Referral	01/23/2014	Closed with explanation	Yes	No
Postal mail	01/03/2014	Closed with monetary relief	Yes	No
Web	12/29/2013	Closed with explanation	Yes	No
Web	12/29/2013	Closed with monetary relief	Yes	No
Web	12/30/2013	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

626428

626434

640703

627706

656912

663615

663849

648319

648326

669345

648339

627775

627776

662671

677280

648385

669362

640026

648422

648437

648452

Credit Card Complaints

Based on Consumer Complaints

01/10/2014	Credit card
12/20/2013	Credit card
12/30/2013	Credit card
12/30/2013	Credit card
12/30/2013	Credit card
01/15/2014	Credit card
01/21/2014	Credit card
01/10/2014	Credit card
01/21/2014	Credit card
12/30/2013	Credit card
01/16/2014	Credit card
01/16/2014	Credit card
01/06/2014	Credit card
01/10/2014	Credit card
01/16/2014	Credit card
01/16/2014	Credit card
01/21/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Identity theft / Fraud / Embezzlement

Other

Advertising and marketing

Other

Delinquent account

Advertising and marketing

Closing/Cancelling account

Forbearance / Workout plans

Transaction issue

Billing disputes

Billing disputes

Billing disputes

Arbitration

Cash advance fee

Closing/Cancelling account

Payoff process

Arbitration

Rewards

Billing disputes

Billing disputes

Closing/Cancelling account

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Citibank	TX	75287		N/A
JPMorgan Chase & Co.	AZ	85258	Older American	N/A
Capital One	CA	90815		N/A
JPMorgan Chase & Co.	TX	78644		N/A
Synchrony Financial	NY	11226		N/A
Amex	NJ	07079		N/A
Amex	NJ	08078		N/A
Citibank	FL	33065		N/A
Capital One	MN	55118		N/A
Capital One	CA	95363	Servicemember	N/A
Citibank	SC	29730		N/A
Capital One	FL	33408		N/A
Amex	TX	77070		N/A
Wells Fargo & Company	FL	32086		N/A
TD Bank US Holding Company	CA	94526		N/A
Synchrony Financial	TX	77083		N/A
PNC Bank N.A.	MO	63163		N/A
JPMorgan Chase & Co.	CA	92105		N/A
Bank of America	NY	11692		N/A
Discover	NY	10462		N/A
Bank of America	VA	23223		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	01/14/2014	Closed with explanation	Yes	Yes
Web	12/20/2013	Closed with explanation	Yes	No
Web	01/07/2014	Closed with explanation	Yes	No
Web	12/29/2013	Closed with explanation	Yes	No
Web	12/30/2013	Closed with monetary relief	Yes	No
Web	01/22/2014	Closed with explanation	Yes	Yes
Web	01/21/2014	Closed with explanation	Yes	Yes
Web	01/10/2014	Closed with explanation	Yes	No
Postal mail	01/28/2014	Closed with monetary relief	Yes	No
Phone	12/31/2013	Closed with explanation	Yes	No
Web	01/15/2014	Closed with monetary relief	Yes	Yes
Postal mail	01/23/2014	Closed with monetary relief	Yes	No
Referral	01/09/2014	Closed with explanation	Yes	Yes
Web	01/10/2014	Closed with explanation	Yes	No
Web	01/22/2014	Closed with non-monetary relief	Yes	No
Web	01/23/2014	Closed with explanation	Yes	No
Postal mail	01/28/2014	Closed with explanation	Yes	No
Referral	01/28/2014	Closed with explanation	Yes	No
Phone	01/28/2014	Closed with explanation	Yes	No
Web	01/21/2014	Closed with monetary relief	Yes	No
Web	01/21/2014	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

663772

641652

651380

648881

649213

669410

677195

663891

677506

649330

672070

672067

656871

664069

672131

672203

677688

676702

677923

677928

678184

Credit Card Complaints

Based on Consumer Complaints

01/21/2014	Credit card
01/27/2014	Credit card
01/16/2014	Credit card
01/07/2014	Credit card
01/07/2014	Credit card
01/07/2014	Credit card
01/16/2014	Credit card
01/07/2014	Credit card
01/27/2014	Credit card
01/27/2014	Credit card
01/11/2014	Credit card
01/31/2014	Credit card
01/22/2014	Credit card
01/11/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Billing statement

Billing disputes

Billing disputes

Payoff process

Billing disputes

APR or interest rate

Identity theft / Fraud / Embezzlement

Transaction issue

Closing/Cancelling account

Billing disputes

Billing disputes

APR or interest rate

Other

Billing disputes

APR or interest rate

Late fee

Closing/Cancelling account

Rewards

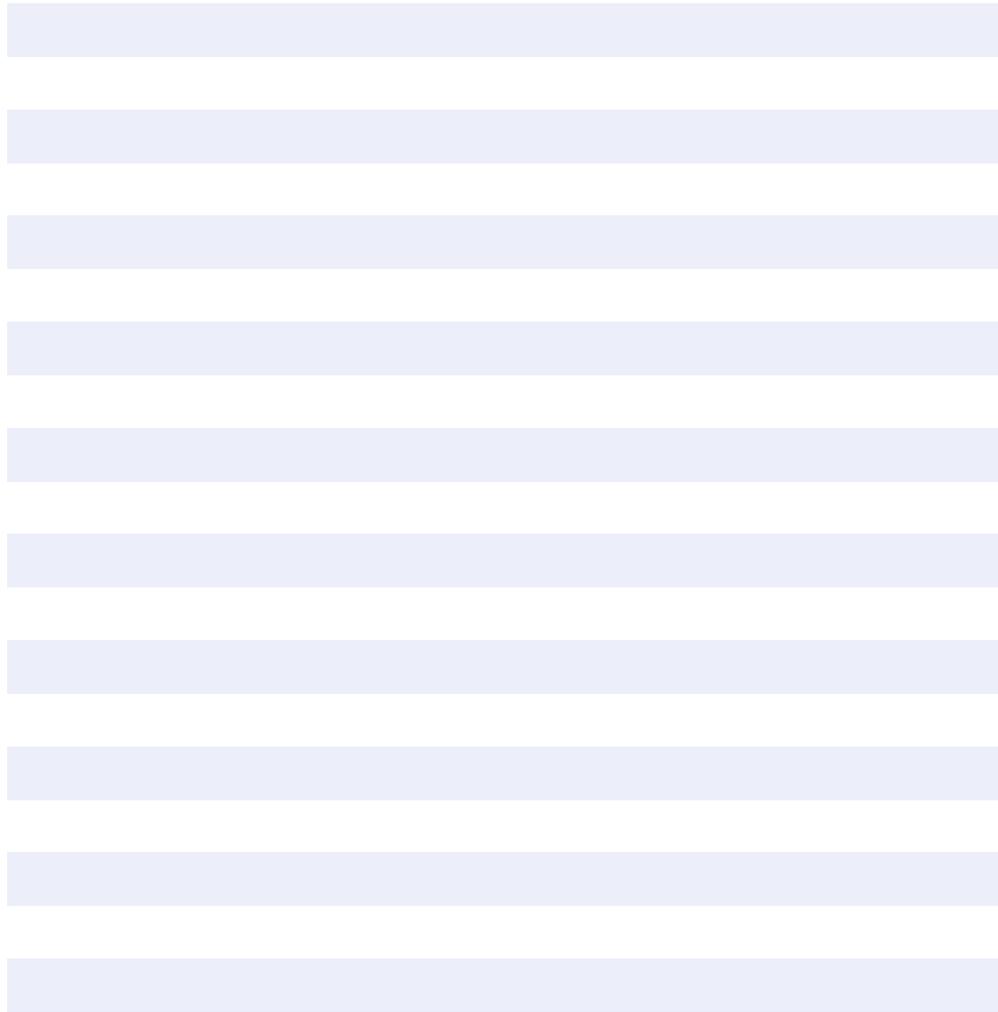
Closing/Cancelling account

Billing disputes

Rewards

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Amex	CA	92120		N/A
Citibank	MO	65590	Older American	N/A
Amex	FL	33404		N/A
USAA Savings	CO	80504		N/A
Amex	FL	33410		N/A
Synchrony Financial	OR	97055	Older American	N/A
Capital One	CT	06514		N/A
Bank of America	PA	18091		N/A
JPMorgan Chase & Co.	WA	99034		N/A
Barclays PLC	FL	33309		N/A
Citibank	NJ	07621		N/A
JPMorgan Chase & Co.	GA	31707		N/A
Synchrony Financial	OK	73701		N/A
Santander Bank US	RI	02908	Older American	N/A
Synchrony Financial	NJ	07430	Older American	N/A
Synchrony Financial	GA	30214		N/A
Barclays PLC	TX	78613		N/A
Citibank	PA	18039		N/A
Amex	NC	28406		N/A
JPMorgan Chase & Co.	FL	37659	Older American	N/A
Barclays PLC	NY	11570		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	01/21/2014	Closed with monetary relief	Yes	Yes
Web	01/21/2014	Closed with monetary relief	Yes	No
Web	01/21/2014	Closed with non-monetary relief	Yes	No
Web	01/21/2014	Closed with explanation	Yes	Yes
Referral	01/29/2014	Closed with monetary relief	Yes	Yes
Web	02/05/2014	Closed with explanation	Yes	No
Fax	01/23/2014	Closed with explanation	Yes	No
Web	01/16/2014	Closed with explanation	Yes	No
Phone	01/23/2014	Closed with explanation	Yes	Yes
Fax	01/23/2014	Closed with explanation	Yes	No
Phone	01/08/2014	Closed with explanation	Yes	No
Web	01/10/2014	Closed with explanation	Yes	No
Phone	01/08/2014	Closed with explanation	Yes	No
Phone	01/23/2014	Closed	Yes	No
Web	01/10/2014	Closed with monetary relief	Yes	No
Referral	02/05/2014	Closed with monetary relief	Yes	No
Web	01/27/2014	Closed with explanation	Yes	No
Web	01/10/2014	Closed with explanation	Yes	Yes
Web	01/31/2014	Closed with explanation	Yes	No
Web	01/22/2014	Closed with explanation	Yes	No
Web	01/11/2014	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

678494

678540

678619

678625

678627

687227

672390

672569

672757

671509

657385

657422

657469

673022

657603

687856

687054

664336

694204

680056

664447

Credit Card Complaints

Based on Consumer Complaints

01/07/2014	Credit card
02/05/2014	Credit card
01/16/2014	Credit card
01/22/2014	Credit card
01/11/2014	Credit card
01/31/2014	Credit card
01/11/2014	Credit card
01/11/2014	Credit card
01/11/2014	Credit card
02/05/2014	Credit card
01/31/2014	Credit card
01/11/2014	Credit card
01/11/2014	Credit card
01/12/2014	Credit card
01/27/2014	Credit card
02/12/2014	Credit card
01/12/2014	Credit card
02/05/2014	Credit card
02/05/2014	Credit card
01/22/2014	Credit card
02/05/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Credit determination

Billing statement

Payoff process

Identity theft / Fraud / Embezzlement

Identity theft / Fraud / Embezzlement

Transaction issue

Closing/Cancelling account

Billing disputes

Other

Late fee

Billing disputes

Billing disputes

APR or interest rate

Other

Closing/Cancelling account

Closing/Cancelling account

Other fee

Advertising and marketing

Advertising and marketing

Late fee

APR or interest rate

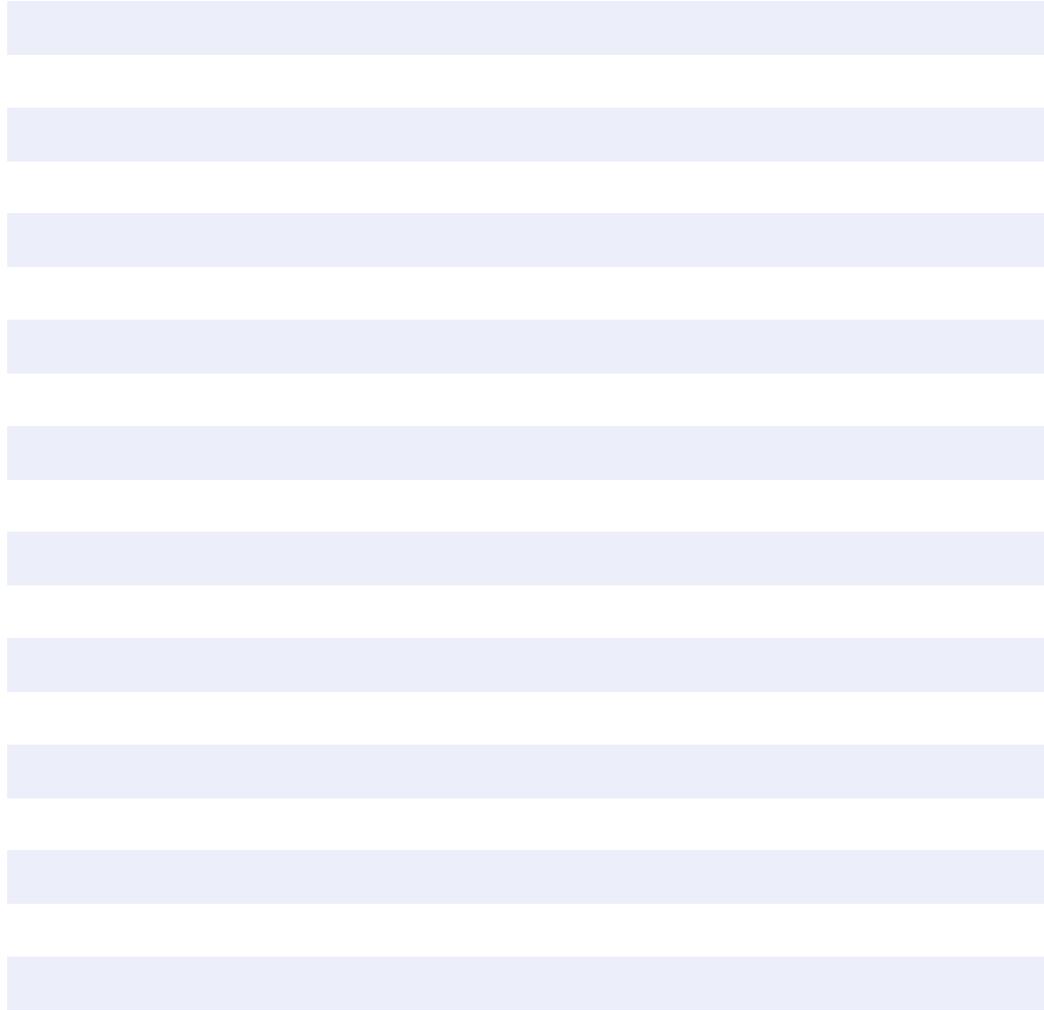
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Bank of America	AL	36854		N/A
Citibank	WA	98033		N/A
Synchrony Financial	TX	77062		N/A
Bank of America	FL	33433	Older American	N/A
Regions Financial Corporation	LA	70128		N/A
SunTrust Banks, Inc.	FL	34787		N/A
Amex	CA	94947		N/A
Bank of America	GA	30094		N/A
TD Bank US Holding Company	MS	38654		N/A
TD Bank US Holding Company	MI	48160		N/A
Citibank	IL	60126		N/A
JPMorgan Chase & Co.	NY	11427		N/A
Citibank	CA	95060	Older American	N/A
Citibank	MS	38654		N/A
JPMorgan Chase & Co.	ME	04005		N/A
HSBC North America Holdings Inc.	MO	65065	Servicemember	N/A
Citibank	TX	77479		N/A
Barclays PLC	MS	38654		N/A
Capital One	NC	20814		N/A
Wells Fargo & Company	GA	30567		N/A
Synchrony Financial	TX	75182		N/A

Credit Card Complaints

Based on Consumer Complaints

Postal mail	01/08/2014	Closed with explanation	Yes	No
Web	02/07/2014	Closed with explanation	Yes	No
Web	01/16/2014	Closed with monetary relief	Yes	No
Web	01/30/2014	Closed with explanation	Yes	Yes
Web	01/11/2014	Closed with explanation	Yes	No
Web	01/31/2014	Closed with explanation	Yes	No
Web	01/13/2014	Closed with explanation	Yes	Yes
Postal mail	01/13/2014	Closed with explanation	Yes	No
Web	01/16/2014	Closed with non-monetary relief	Yes	No
Web	02/10/2014	Closed with explanation	Yes	Yes
Web	01/31/2014	Closed with monetary relief	Yes	No
Referral	02/24/2014	Closed with explanation	Yes	Yes
Web	01/11/2014	Closed with explanation	Yes	No
Web	01/16/2014	Closed with explanation	Yes	No
Postal mail	02/05/2014	Closed with explanation	Yes	No
Web	02/15/2014	Closed with explanation	Yes	No
Web	01/11/2014	Closed with explanation	Yes	No
Web	02/05/2014	Closed with explanation	Yes	No
Web	02/06/2014	Closed with explanation	Yes	No
Postal mail	01/30/2014	Closed with monetary relief	Yes	No
Phone	02/06/2014	Closed with monetary relief	Yes	No

Credit Card Complaints

Based on Consumer Complaints

657878

702899

673287

678869

664494

694256

662556

664545

664431

702912

694323

665121

664683

664435

687462

714235

664692

700554

702222

679252

700522

Credit Card Complaints

Based on Consumer Complaints

01/12/2014	Credit card
01/27/2014	Credit card
01/12/2014	Credit card
01/31/2014	Credit card
02/05/2014	Credit card
01/22/2014	Credit card
01/12/2014	Credit card
01/27/2014	Credit card
01/17/2014	Credit card
01/31/2014	Credit card
01/13/2014	Credit card
02/05/2014	Credit card
01/07/2014	Credit card
01/27/2014	Credit card
01/31/2014	Credit card
01/13/2014	Credit card
01/13/2014	Credit card
01/31/2014	Credit card
01/28/2014	Credit card
01/31/2014	Credit card
01/17/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Credit card protection / Debt protection

Balance transfer fee

Closing/Cancelling account

Transaction issue

Bankruptcy

Late fee

Advertising and marketing

Credit line increase/decrease

Delinquent account

Credit card protection / Debt protection

Billing disputes

Billing disputes

Advertising and marketing

Identity theft / Fraud / Embezzlement

Privacy

Payoff process

Other

APR or interest rate

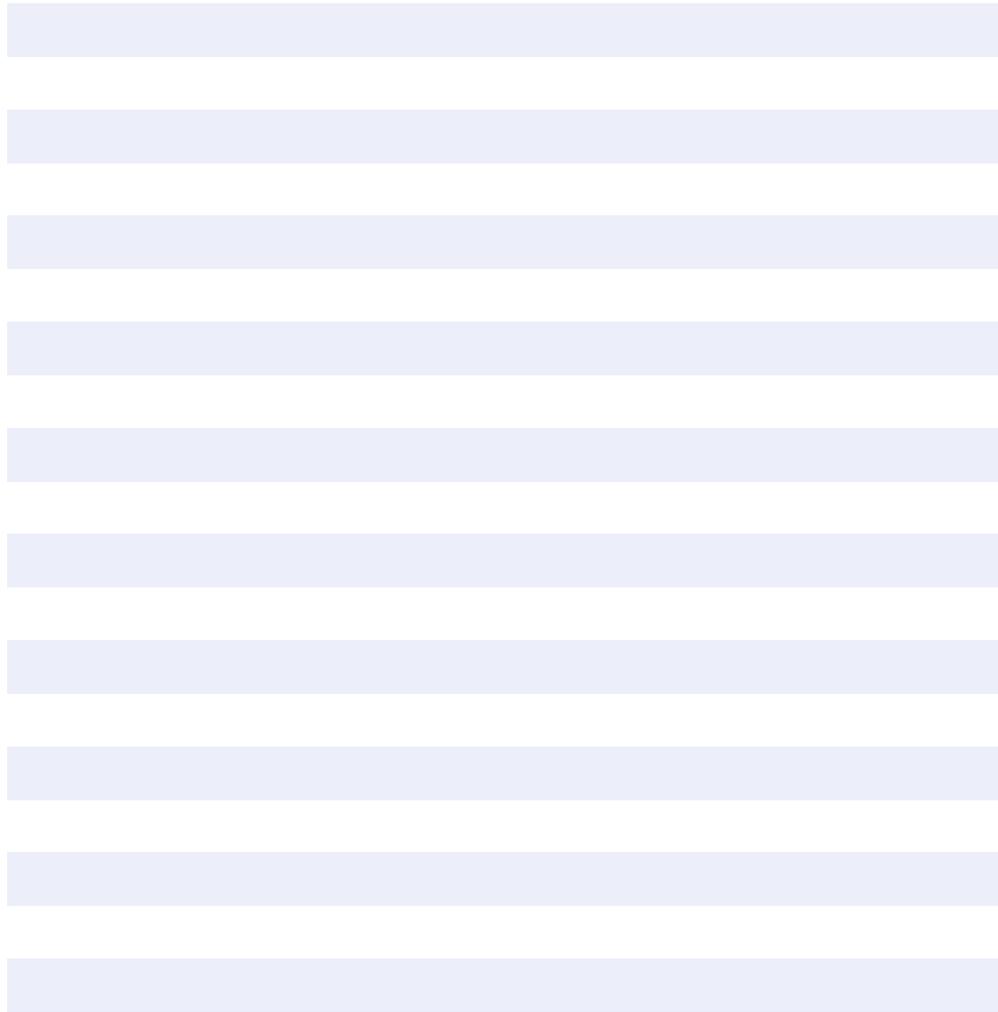
APR or interest rate

Billing disputes

Closing/Cancelling account

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Capital One	FL	34112	Older American	N/A
Capital One	NJ	07307		N/A
Bank of America	SC	29920	Older American	N/A
Barclays PLC	FL	34449		N/A
Bank of America	PA	15213		N/A
Amex	MI	49684		N/A
Synchrony Financial	MA	01057		N/A
Discover	TX	77041		N/A
Army and Air Force Exchange Service	TX	79252		N/A
JPMorgan Chase & Co.	TX	76244		N/A
Synchrony Financial	NY	11236		N/A
Citibank	NY	10472		N/A
Discover	NY	14606		N/A
Citibank	OR	97739		N/A
Bank of America	PA	19096		N/A
Amex	TX	78227	Older American	N/A
Wells Fargo & Company	MI	48858		N/A
Citibank	NC	27801		N/A
Capital One	MD	21228		N/A
Capital One	MN	55311		N/A
Capital One	CA	95624		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	01/12/2014	Closed with monetary relief	Yes	No
Web	01/27/2014	Closed with monetary relief	Yes	No
Web	01/12/2014	Closed with explanation	Yes	No
Web	01/31/2014	Closed with monetary relief	Yes	No
Web	02/10/2014	Closed with explanation	Yes	No
Web	01/24/2014	Closed with explanation	Yes	No
Web	01/15/2014	Closed with explanation	Yes	No
Web	01/27/2014	Closed with explanation	Yes	No
Web	01/16/2014	Closed with explanation	Yes	No
Web	01/31/2014	Closed with explanation	Yes	No
Web	01/12/2014	Closed with monetary relief	Yes	No
Referral	02/07/2014	Closed with monetary relief	Yes	No
Web	01/07/2014	Closed with non-monetary relief	Yes	No
Web	02/04/2014	Closed with monetary relief	Yes	No
Web	01/31/2014	Closed with explanation	Yes	No
Referral	01/15/2014	Closed with explanation	Yes	Yes
Referral	01/15/2014	Closed with explanation	No	No
Web	01/31/2014	Closed with monetary relief	Yes	No
Referral	02/05/2014	Closed with explanation	Yes	No
Web	01/31/2014	Closed with explanation	Yes	No
Postal mail	01/24/2014	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

664746

687533

664770

694451

707793

680375

664816

687594

674487

696428

665431

702971

658215

687701

694552

666694

666472

694622

687814

694653

674445

Credit Card Complaints

Based on Consumer Complaints

01/07/2014	Credit card
01/07/2014	Credit card
01/28/2014	Credit card
01/28/2014	Credit card
01/28/2014	Credit card
02/06/2014	Credit card
02/10/2014	Credit card
01/08/2014	Credit card
01/28/2014	Credit card
01/08/2014	Credit card
01/28/2014	Credit card
01/13/2014	Credit card
01/08/2014	Credit card
02/06/2014	Credit card
02/06/2014	Credit card
01/22/2014	Credit card
01/08/2014	Credit card
01/31/2014	Credit card
02/11/2014	Credit card
01/31/2014	Credit card
01/22/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Closing/Cancelling account

Other

Other

Billing disputes

Advertising and marketing

Arbitration

Identity theft / Fraud / Embezzlement

Other

Other

Closing/Cancelling account

APR or interest rate

Billing disputes

Identity theft / Fraud / Embezzlement

Sale of account

Other

Billing disputes

Other fee

Other fee

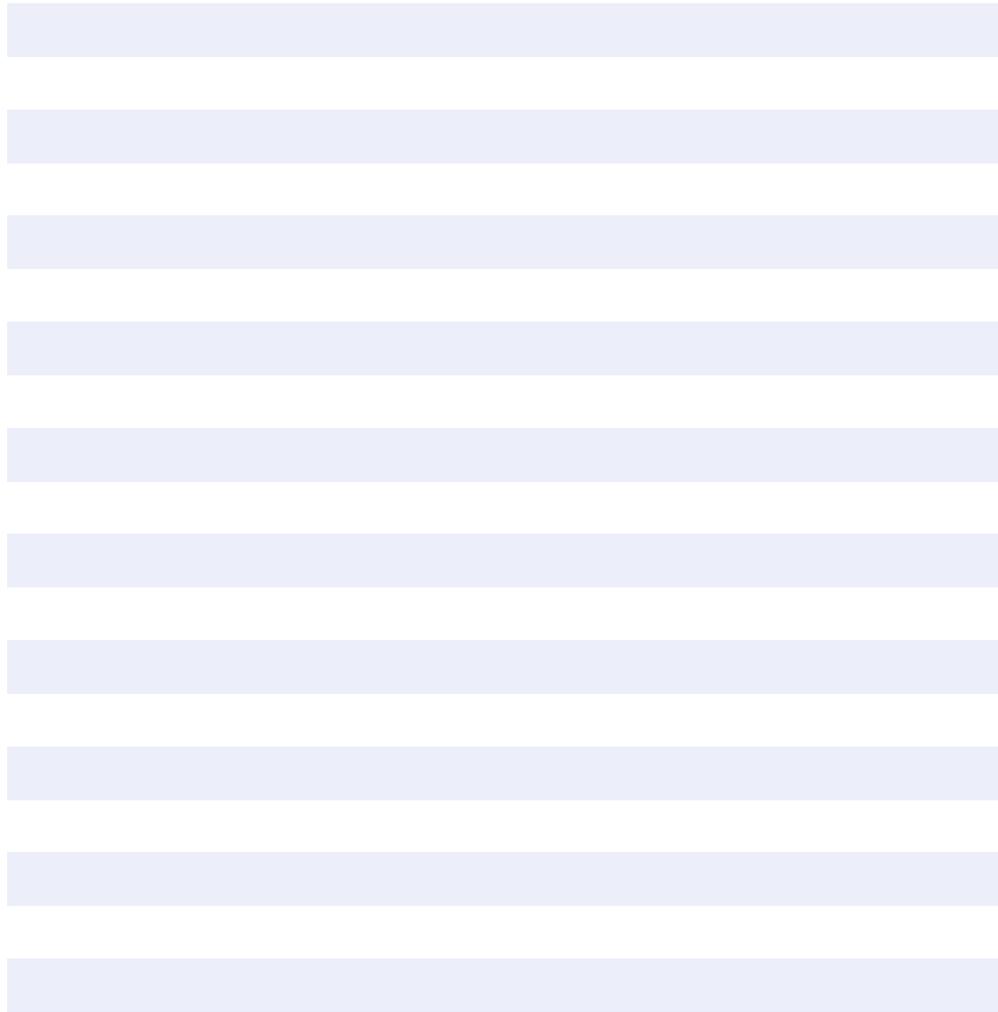
Delinquent account

Advertising and marketing

Credit determination

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Citibank	FL	33069		N/A
Amex	VA	22031		N/A
Synchrony Financial	TX	75703		N/A
Synchrony Financial	NY	11214	Older American	N/A
Citibank	VA	20170		N/A
Amex	IL	60914		N/A
JPMorgan Chase & Co.	OR	97123	Older American	N/A
Citibank	FL	33309		N/A
JPMorgan Chase & Co.	FL	33908		N/A
Discover	MA	01747	Older American	N/A
Citibank	CA	93311		N/A
Capital One	NJ	07112	Older American	N/A
Amex	CA	92626		N/A
HSBC North America Holdings Inc.	IL	60640		N/A
U.S. Bancorp	WI	53218	Older American	N/A
Capital One	CA	91764		N/A
TD Bank US Holding Company	NJ	08021	Older American	N/A
JPMorgan Chase & Co.	TN	37879		N/A
Amex	CA	92509		N/A
Bank of America	MD	21875		N/A
Amex	NY	10034		N/A

Credit Card Complaints

Based on Consumer Complaints

Postal mail	01/07/2014	Closed with explanation	Yes	Yes
Postal mail	01/08/2014	Closed with explanation	Yes	Yes
Web	02/13/2014	Closed with explanation	Yes	No
Web	01/27/2014	Closed with monetary relief	Yes	No
Web	01/27/2014	Closed with explanation	Yes	No
Web	02/07/2014	Closed with explanation	Yes	Yes
Web	02/10/2014	Closed with explanation	Yes	No
Web	01/07/2014	Closed with explanation	Yes	No
Referral	02/06/2014	Closed with explanation	Yes	No
Web	01/07/2014	Closed with monetary relief	Yes	No
Postal mail	02/05/2014	Closed with monetary relief	Yes	No
Phone	01/13/2014	Closed with explanation	Yes	No
Web	01/08/2014	Closed with explanation	Yes	Yes
Referral	02/07/2014	Closed with explanation	Yes	No
Web	02/06/2014	Closed with explanation	Yes	No
Postal mail	01/30/2014	Closed with explanation	Yes	Yes
Postal mail	01/10/2014	Closed with monetary relief	Yes	No
Web	02/02/2014	Closed with monetary relief	Yes	No
Web	02/18/2014	Closed with explanation	Yes	Yes
Phone	02/07/2014	Closed with explanation	Yes	No
Referral	01/30/2014	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

658942

658357

689901

689747

687931

700771

707215

658733

688015

659040

688029

665187

658897

702572

700890

678929

658802

694876

708156

694888

678891

Credit Card Complaints

Based on Consumer Complaints

01/08/2014	Credit card
01/31/2014	Credit card
02/06/2014	Credit card
01/08/2014	Credit card
01/22/2014	Credit card
01/22/2014	Credit card
02/11/2014	Credit card
01/22/2014	Credit card
01/31/2014	Credit card
01/13/2014	Credit card
01/22/2014	Credit card
01/22/2014	Credit card
01/31/2014	Credit card
01/08/2014	Credit card
02/06/2014	Credit card
02/11/2014	Credit card
02/06/2014	Credit card
01/23/2014	Credit card
01/13/2014	Credit card
02/06/2014	Credit card
02/06/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Billing disputes

Identity theft / Fraud / Embezzlement

Billing disputes

Other

Closing/Cancelling account

Unsolicited issuance of credit card

Billing disputes

Other

Identity theft / Fraud / Embezzlement

Closing/Cancelling account

Customer service / Customer relations

Late fee

Advertising and marketing

Cash advance

Rewards

Credit determination

Other

Closing/Cancelling account

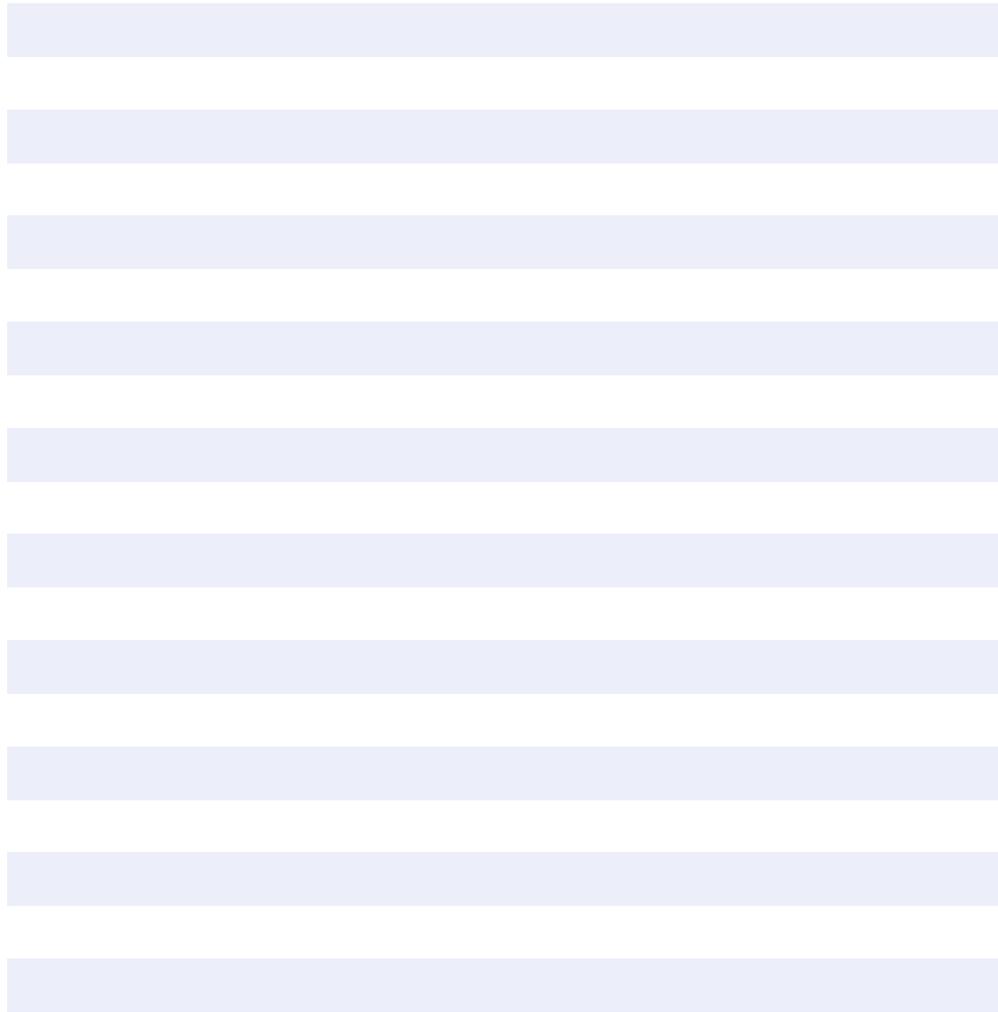
APR or interest rate

Billing disputes

Late fee

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Synchrony Financial	NY	11365		N/A
JPMorgan Chase & Co.	FL	33179		N/A
Citibank	NC	27549		N/A
Citibank	FL	32578		N/A
JPMorgan Chase & Co.	NY	12037		N/A
Synchrony Financial	CT	06477		N/A
Citibank	IL	60108	Older American	N/A
Capital One	MI	48152		N/A
JPMorgan Chase & Co.	OH	45013	Older American	N/A
Capital One	NC	28213		N/A
Citibank	IL	60010		N/A
Citibank	NY	11554		N/A
Amex	ME	04294		N/A
Bank of America	TX	78504		N/A
Discover	NY	11374		N/A
Citibank	HI	96821		N/A
Synchrony Financial	NY	11355		N/A
Amex	NY	11225		N/A
Citibank	OR	97411		N/A
Bank of America	AR	72450		N/A
Amex	FL	34232		N/A

Credit Card Complaints

Based on Consumer Complaints

Postal mail	01/14/2014	Closed with explanation	Yes	No
Web	02/02/2014	Closed with explanation	Yes	No
Phone	02/07/2014	Closed with explanation	Yes	No
Web	01/08/2014	Closed with non-monetary relief	Yes	No
Phone	01/30/2014	Closed with explanation	Yes	No
Postal mail	01/30/2014	Closed with monetary relief	Yes	No
Web	02/11/2014	Closed with monetary relief	Yes	No
Web	01/23/2014	Closed with monetary relief	Yes	No
Web	01/31/2014	Closed with explanation	Yes	No
Referral	01/16/2014	Closed with explanation	Yes	No
Web	01/23/2014	Closed with explanation	Yes	No
Web	01/23/2014	Closed with monetary relief	Yes	No
Web	02/05/2014	Closed with explanation	Yes	No
Fax	01/09/2014	Closed with explanation	Yes	No
Web	02/06/2014	Closed with explanation	Yes	No
Postal mail	03/10/2014	Closed with explanation	Yes	No
Web	02/10/2014	Closed with explanation	Yes	No
Web	01/23/2014	Closed with explanation	Yes	Yes
Web	01/13/2014	Closed with non-monetary relief	Yes	No
Referral	02/07/2014	Closed with explanation	Yes	No
Referral	02/10/2014	Closed with monetary relief	Yes	Yes

Credit Card Complaints

Based on Consumer Complaints

658774

695041

700957

659141

680901

678773

709628

680926

694927

665935

680957

680962

693985

659192

701085

708289

701194

681776

666132

703033

701282

Credit Card Complaints

Based on Consumer Complaints

01/28/2014	Credit card
02/06/2014	Credit card
02/06/2014	Credit card
01/31/2014	Credit card
02/11/2014	Credit card
02/06/2014	Credit card
01/23/2014	Credit card
02/01/2014	Credit card
02/01/2014	Credit card
01/23/2014	Credit card
02/01/2014	Credit card
02/01/2014	Credit card
01/23/2014	Credit card
02/01/2014	Credit card
02/06/2014	Credit card
02/01/2014	Credit card
02/02/2014	Credit card
02/02/2014	Credit card
02/02/2014	Credit card
02/06/2014	Credit card
02/06/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Other

Other

Other fee

Credit card protection / Debt protection

Billing disputes

Credit determination

Late fee

Identity theft / Fraud / Embezzlement

Billing disputes

Other

Closing/Cancelling account

Identity theft / Fraud / Embezzlement

Transaction issue

Identity theft / Fraud / Embezzlement

Other

Other

Other

Identity theft / Fraud / Embezzlement

Credit card protection / Debt protection

Other

Other

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Citibank	TX	78645		N/A
Capital One	MD	20724		N/A
JPMorgan Chase & Co.	CO	80206		N/A
Citibank	AL	36360		N/A
Citibank	FL	32708		N/A
Citibank	RI	02828		N/A
Synchrony Financial	TX	75092		N/A
Synchrony Financial	IN	46222		N/A
Synchrony Financial	CA	92782	Older American	N/A
Citibank	WA	98203		N/A
Citibank	NC	27519		N/A
Discover	WA	98387	Servicemember	N/A
Capital One	NJ	07470		N/A
JPMorgan Chase & Co.	VA	24161	Servicemember	N/A
Capital One	IL	60641		N/A
Capital One	IL	60415		N/A
Wells Fargo & Company	TX	78634		N/A
Synchrony Financial	OH	43068		N/A
Wells Fargo & Company	CA	93292		N/A
First National Bank of Omaha	AR	72112	Older American	N/A
JPMorgan Chase & Co.	FL	34786		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	01/28/2014	Closed with explanation	Yes	No
Web	02/06/2014	Closed with explanation	No	No
Web	02/06/2014	Closed with explanation	Yes	Yes
Phone	02/07/2014	Closed with monetary relief	Yes	No
Referral	03/18/2014	Closed with monetary relief	Yes	No
Web	02/06/2014	Closed with explanation	Yes	Yes
Referral	01/31/2014	Closed with explanation	Yes	No
Web	02/07/2014	Closed with explanation	Yes	No
Web	02/01/2014	Closed with monetary relief	Yes	No
Postal mail	03/04/2014	Closed with explanation	Yes	No
Web	02/07/2014	Closed with explanation	Yes	No
Web	02/01/2014	Closed with non-monetary relief	Yes	No
Web	01/23/2014	Closed with explanation	Yes	No
Web	02/01/2014	Closed with explanation	Yes	No
Web	02/10/2014	Closed with explanation	Yes	No
Web	02/01/2014	Closed with non-monetary relief	Yes	No
Web	02/01/2014	Closed with explanation	Yes	No
Web	02/21/2014	Closed with non-monetary relief	Yes	No
Web	02/01/2014	Closed with monetary relief	Yes	No
Phone	02/07/2014	Closed with explanation	Yes	No
Referral	02/07/2014	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

688570

701312

701354

695285

708549

701385

682339

695485

696290

681998

695529

695537

684064

694925

701695

695594

695624

695633

695636

700963

701777

Credit Card Complaints

Based on Consumer Complaints

02/02/2014	Credit card
02/06/2014	Credit card
02/02/2014	Credit card
02/03/2014	Credit card
02/03/2014	Credit card
02/11/2014	Credit card
02/11/2014	Credit card
02/11/2014	Credit card
01/23/2014	Credit card
02/12/2014	Credit card
02/11/2014	Credit card
02/21/2014	Credit card
02/21/2014	Credit card
02/07/2014	Credit card
01/23/2014	Credit card
02/07/2014	Credit card
01/23/2014	Credit card
01/23/2014	Credit card
01/17/2014	Credit card
01/23/2014	Credit card
01/23/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Billing disputes

Credit card protection / Debt protection

APR or interest rate

APR or interest rate

Unsolicited issuance of credit card

Transaction issue

APR or interest rate

Advertising and marketing

Closing/Cancelling account

Billing disputes

Closing/Cancelling account

Rewards

Billing disputes

Payoff process

Billing disputes

Billing disputes

Other

Credit card protection / Debt protection

Billing statement

Identity theft / Fraud / Embezzlement

Identity theft / Fraud / Embezzlement

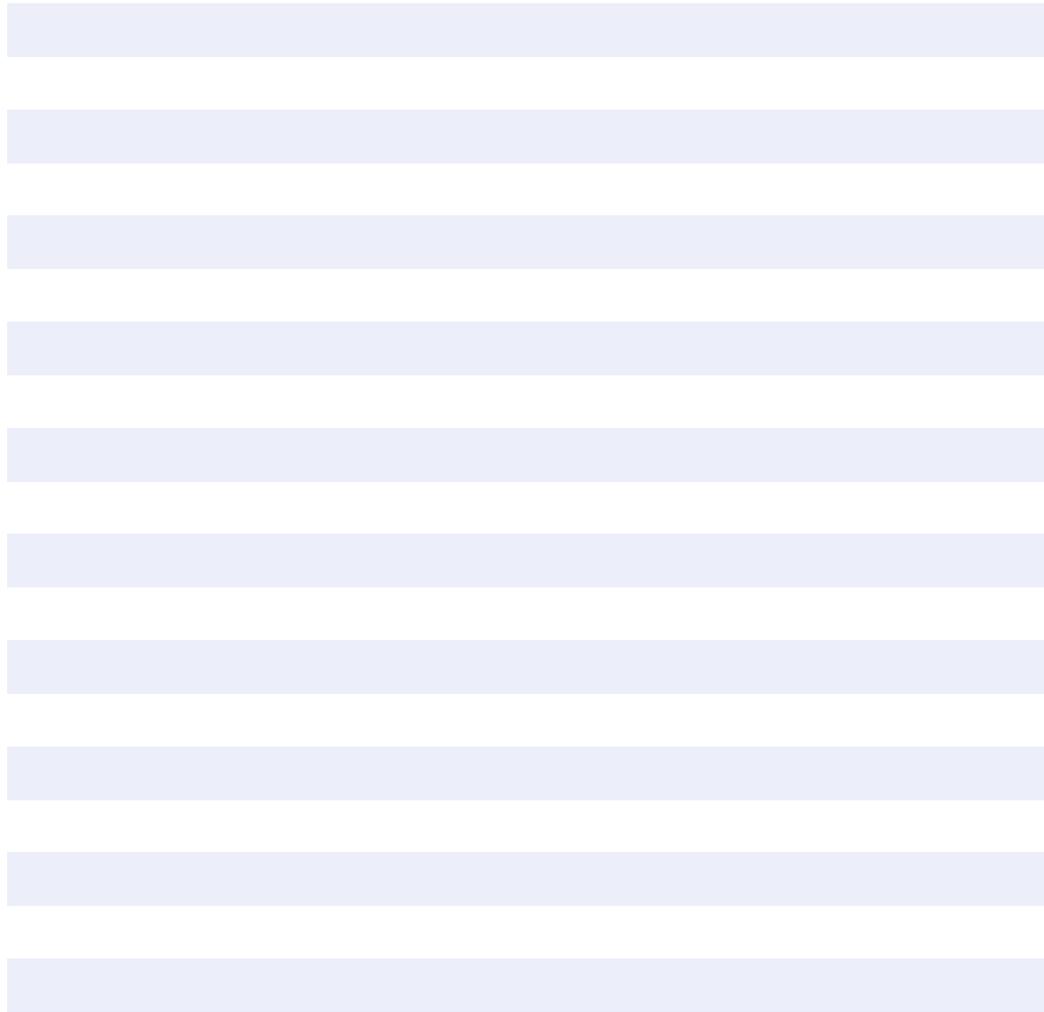
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	WI	53224		N/A
Synchrony Financial	NY	11215		N/A
Synchrony Financial	PR	00730		N/A
Amex	NY	11427		N/A
Synchrony Financial	PA	18014		N/A
Discover	WA	98126		N/A
Barclays PLC	IA	52748		N/A
JPMorgan Chase & Co.	NJ	08066		N/A
Capital One	MN	55043		N/A
Bank of America	NY	12571		N/A
USAA Savings	CA	91789	Servicemember	N/A
JPMorgan Chase & Co.	NY	10017		N/A
Synchrony Financial	HI	96792		N/A
Bank of America	MA	01905		N/A
JPMorgan Chase & Co.	TX	78224		N/A
Citibank	MA	01905		N/A
JPMorgan Chase & Co.				N/A
Bank of America	TX	76244		N/A
Citibank	VA	22603		N/A
Capital One	NY	14606		N/A
Synchrony Financial	NY	14606		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	02/07/2014	Closed with explanation	Yes	Yes
Web	02/07/2014	Closed with monetary relief	Yes	No
Web	02/02/2014	Closed with monetary relief	Yes	No
Web	02/02/2014	Closed with explanation	Yes	No
Referral	02/07/2014	Closed with explanation	Yes	No
Referral	02/14/2014	Closed with monetary relief	Yes	No
Referral	02/14/2014	Closed with explanation	Yes	No
Web	02/11/2014	Closed with explanation	Yes	No
Referral	01/31/2014	Closed with explanation	Yes	No
Referral	02/19/2014	Closed with explanation	Yes	Yes
Web	02/13/2014	Closed with explanation	Yes	No
Referral	02/24/2014	Closed with explanation	Yes	No
Referral	02/26/2014	Closed with explanation	Yes	No
Referral	02/11/2014	Closed with explanation	Yes	No
Referral	01/31/2014	Closed with explanation	Yes	No
Referral	02/11/2014	Closed with monetary relief	Yes	No
Fax	01/31/2014	Closed with explanation	Yes	No
Web	01/31/2014	Closed with explanation	Yes	No
Web	01/17/2014	Closed with monetary relief	Yes	No
Referral	01/31/2014	Closed with explanation	Yes	No
Referral	01/31/2014	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

696397

701343

695755

696553

696731

708980

709240

709362

682442

717461

709509

725728

725741

703781

682202

703782

682238

682343

674877

682348

682350

Credit Card Complaints

Based on Consumer Complaints

01/23/2014	Credit card
01/23/2014	Credit card
01/23/2014	Credit card
01/28/2014	Credit card
01/28/2014	Credit card
01/23/2014	Credit card
02/12/2014	Credit card
02/12/2014	Credit card
01/23/2014	Credit card
02/12/2014	Credit card
02/12/2014	Credit card
02/18/2014	Credit card
02/12/2014	Credit card
01/23/2014	Credit card
02/12/2014	Credit card
01/28/2014	Credit card
01/28/2014	Credit card
01/17/2014	Credit card
01/23/2014	Credit card
02/03/2014	Credit card
01/17/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Rewards

Identity theft / Fraud / Embezzlement

Identity theft / Fraud / Embezzlement

Identity theft / Fraud / Embezzlement

APR or interest rate

Late fee

Other

Closing/Cancelling account

Unsolicited issuance of credit card

Billing disputes

Payoff process

Billing disputes

Other

Other

Late fee

Credit card protection / Debt protection

Credit card protection / Debt protection

Billing disputes

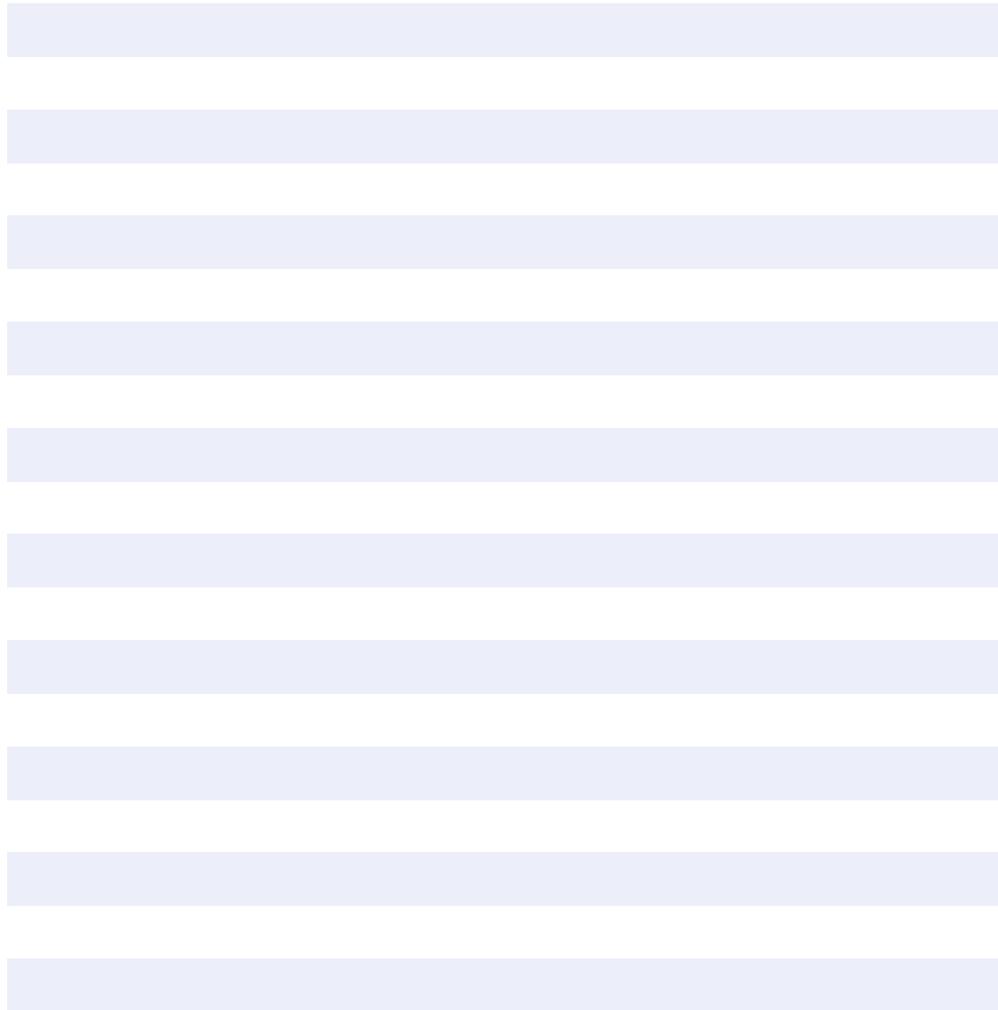
Credit line increase/decrease

APR or interest rate

APR or interest rate

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	AZ	85224		N/A
Synchrony Financial	NY	14606		N/A
Synchrony Financial	NY	14606		N/A
Barclays PLC	AZ	85024		N/A
Synchrony Financial	MA	01945		N/A
Synchrony Financial	WV	25506		N/A
Bank of America	MO	65734		N/A
Bank of America	NY	10038		N/A
PayPal Holdings, Inc.	FL	34698		N/A
Barclays PLC	CO	80301		N/A
Capital One	FL	34787	Older American	N/A
Bank of America	FL	33067		N/A
Synchrony Financial	WA	98593	Older American	N/A
JPMorgan Chase & Co.	CA	92104		N/A
Citibank	PR	00953		N/A
Citibank	CA	95065		N/A
JPMorgan Chase & Co.	DC	20008		N/A
USAA Savings	NJ	07405	Servicemember	N/A
Amex	KY	40502		N/A
Citibank	IL	60657		N/A
Capital One	PA	19126		N/A

Credit Card Complaints

Based on Consumer Complaints

Referral	01/31/2014	Closed with explanation	Yes	No
Referral	01/31/2014	Closed with non-monetary relief	Yes	No
Referral	01/31/2014	Closed with non-monetary relief	Yes	No
Web	02/06/2014	Closed with monetary relief	Yes	No
Phone	02/06/2014	Closed with explanation	Yes	No
Web	01/23/2014	Closed with monetary relief	Yes	No
Web	02/11/2014	Closed with explanation	Yes	Yes
Web	02/11/2014	Closed with explanation	Yes	No
Web	01/23/2014	Closed with explanation	Yes	No
Web	02/24/2014	Closed with monetary relief	Yes	No
Web	02/12/2014	Closed with monetary relief	Yes	Yes
Web	02/18/2014	Closed with explanation	Yes	No
Web	02/12/2014	Closed with explanation	Yes	No
Referral	01/31/2014	Closed with explanation	Yes	Yes
Phone	02/24/2014	Closed with explanation	Yes	Yes
Referral	02/06/2014	Closed with explanation	Yes	No
Web	01/28/2014	Closed with monetary relief	Yes	No
Referral	01/27/2014	Closed with monetary relief	Yes	No
Web	02/03/2014	Closed with explanation	Yes	No
Referral	02/06/2014	Closed with explanation	Yes	No
Web	01/23/2014	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

682456

682353

682358

689052

689109

682616

722145

722233

682683

711719

722202

717841

711730

682758

711734

689273

689285

675225

682847

696893

675269

Credit Card Complaints

Based on Consumer Complaints

02/12/2014 Credit card

02/03/2014 Credit card

02/12/2014 Credit card

02/18/2014 Credit card

02/18/2014 Credit card

02/12/2014 Credit card

02/18/2014 Credit card

02/03/2014 Credit card

02/12/2014 Credit card

01/23/2014 Credit card

02/18/2014 Credit card

01/17/2014 Credit card

02/03/2014 Credit card

02/18/2014 Credit card

01/23/2014 Credit card

02/07/2014 Credit card

02/07/2014 Credit card

02/18/2014 Credit card

02/12/2014 Credit card

Credit Card Complaints

Based on Consumer Complaints

Billing disputes

Other

Closing/Cancelling account

Other

Other fee

Late fee

Credit card protection / Debt protection

Other

Late fee

Customer service / Customer relations

Other

APR or interest rate

Late fee

Rewards

Privacy

Late fee

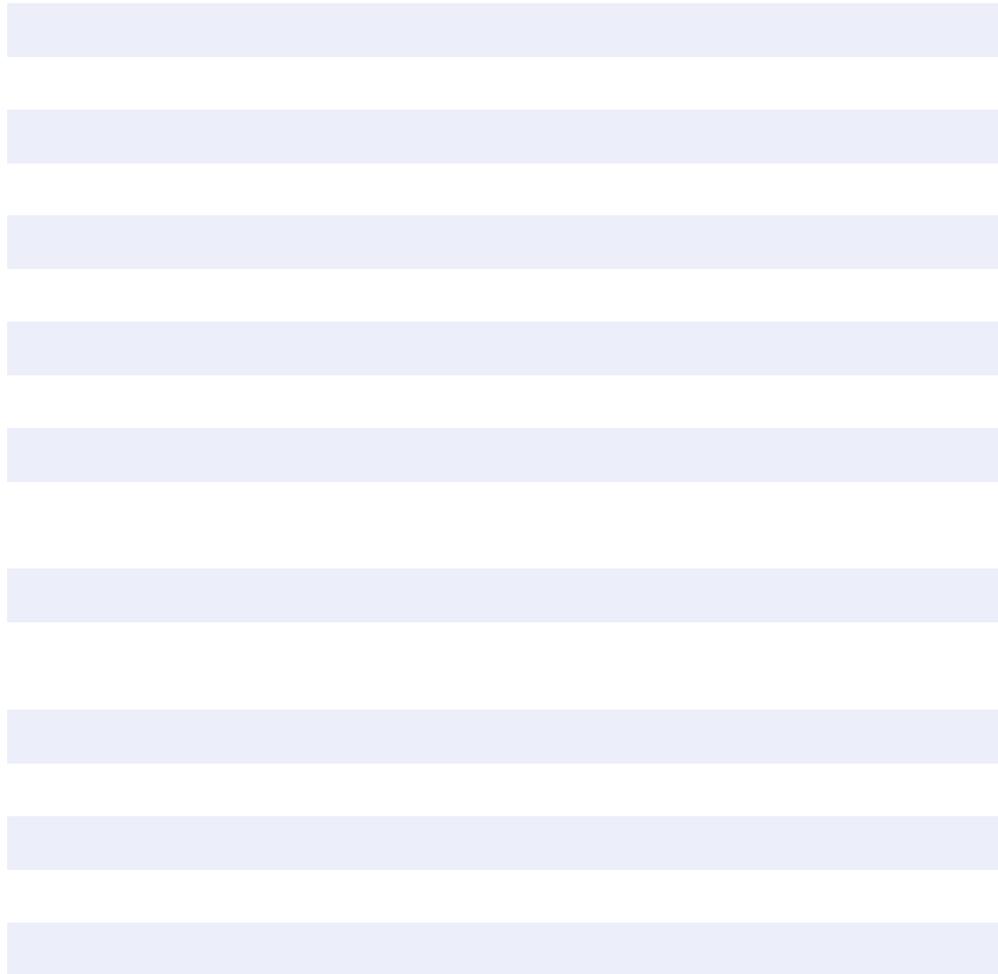
Credit determination

Closing/Cancelling account

Credit card protection / Debt protection

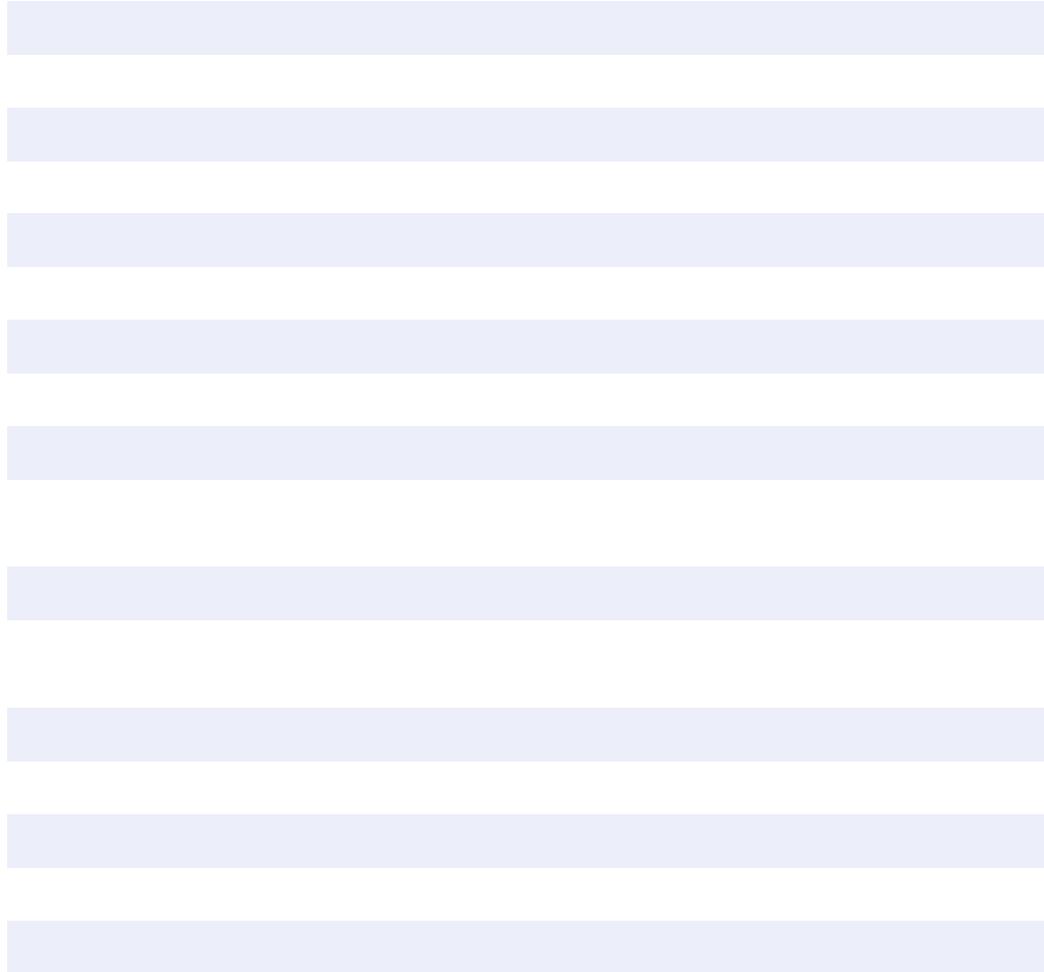
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	TX	78224		N/A
First National Bank of Omaha	PA	15050		N/A
Capital One	MA	02726		N/A
Citibank	CA	92677		N/A
Synchrony Financial	WA	98444		N/A
HSBC North America Holdings Inc.	PA	19104		N/A
Capital One	FL	33165		N/A
HSBC North America Holdings Inc.	OR	97701		N/A
Bank of America	ME	04902		N/A
Citibank	CA	91206		N/A
Citibank	OH	43138	Older American, Servicemember	N/A
Amex	IN	46037		N/A
Amex	KS	67206	Older American, Servicemember	N/A
Capital One	VA	24012	Older American	N/A
World Recovery Service, LLC	CA	92882		N/A
Capital One	MI	48239		N/A
HSBC North America Holdings Inc.	PA	18940		N/A
Expert Global Solutions, Inc.	IN	46123		N/A
First Tennessee Bank	TN	37917		N/A

Credit Card Complaints

Based on Consumer Complaints

Postal mail	02/24/2014	Closed with explanation	Yes	No
Postal mail	02/07/2014	Closed with explanation	Yes	Yes
Web	02/12/2014	Closed with non-monetary relief	Yes	No
Web	02/18/2014	Closed with monetary relief	Yes	No
Referral	02/19/2014	Closed with explanation	Yes	No
Web	02/25/2014	Closed with explanation	Yes	Yes
Web	02/18/2014	Closed with non-monetary relief	Yes	Yes
Web	02/03/2014	Closed with explanation	Yes	No
Referral	02/19/2014	Closed with explanation	Yes	No
Web	01/23/2014	Closed with non-monetary relief	Yes	No
Phone	02/19/2014	Closed with non-monetary relief	Yes	No
Web	01/17/2014	Closed with explanation	Yes	No
Phone	02/04/2014	Closed with monetary relief	Yes	No
Web	02/26/2014	Closed with explanation	Yes	No
Web	02/28/2014	Closed with explanation	Yes	No
Web	02/06/2014	Closed with monetary relief	No	No
Web	03/04/2014	Closed with explanation	Yes	Yes
Web	02/26/2014	Closed with explanation	Yes	No
Web	02/12/2014	Closed with monetary relief	Yes	No

Credit Card Complaints

Based on Consumer Complaints

717219

696725

722242

717997

718004

717408

719141

697921

717416

683067

718074

675457

696850

718106

683187

703106

702735

718175

711796

Credit Card Complaints

Based on Consumer Complaints

02/03/2014	Credit card
02/12/2014	Credit card
01/29/2014	Credit card
01/24/2014	Credit card
02/03/2014	Credit card
02/07/2014	Credit card
02/18/2014	Credit card
02/12/2014	Credit card
01/24/2014	Credit card
02/04/2014	Credit card
01/17/2014	Credit card
02/21/2014	Credit card
01/24/2014	Credit card
02/03/2014	Credit card
01/24/2014	Credit card
01/24/2014	Credit card
01/17/2014	Credit card
02/21/2014	Credit card
01/29/2014	Credit card
02/03/2014	Credit card
02/07/2014	Credit card
02/12/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Other

Other

APR or interest rate

Other

Forbearance / Workout plans

Identity theft / Fraud / Embezzlement

Billing disputes

Forbearance / Workout plans

Payoff process

Credit determination

Other

Billing disputes

Billing disputes

Billing disputes

Other

Balance transfer

Identity theft / Fraud / Embezzlement

Late fee

Closing/Cancelling account

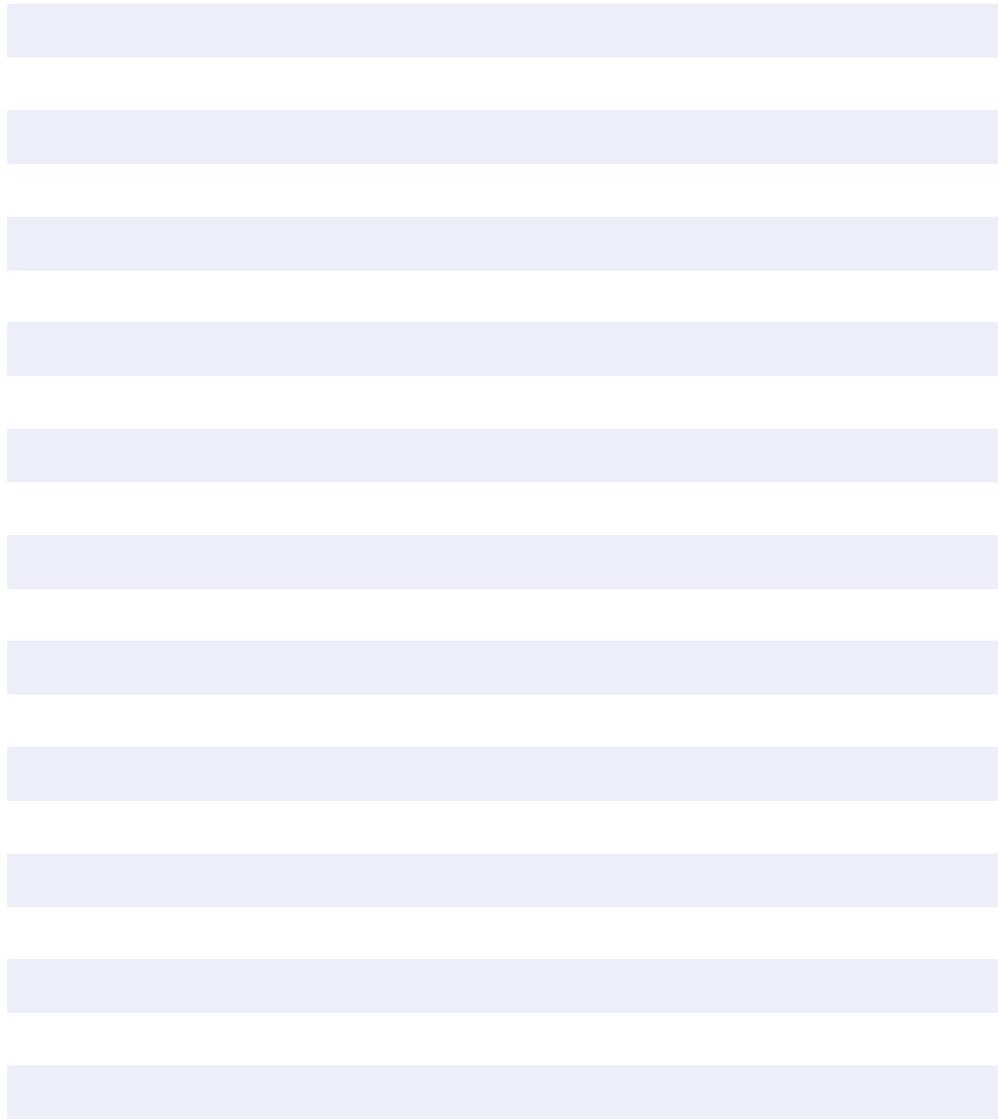
Billing disputes

Credit card protection / Debt protection

Transaction issue

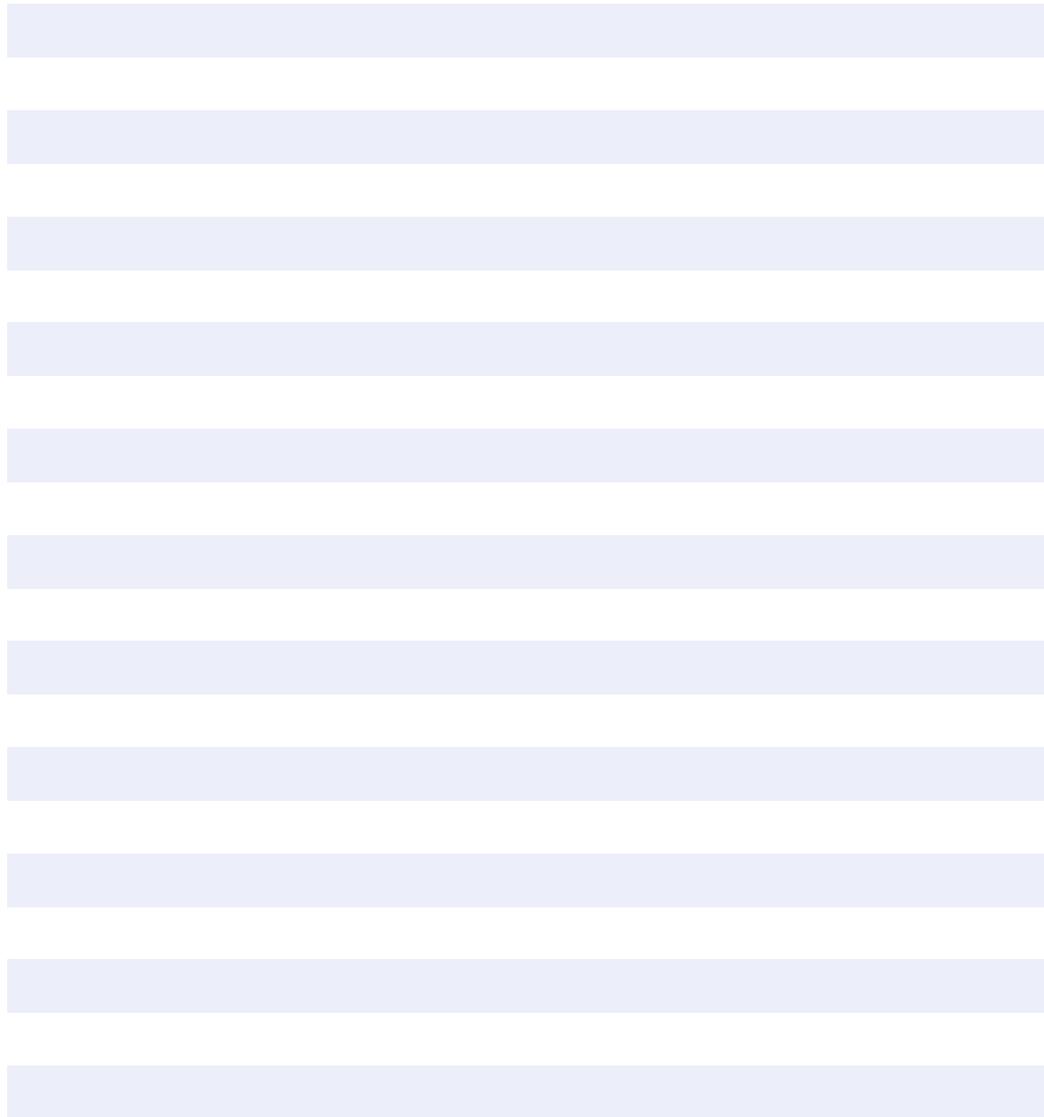
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Bank of America	CA	92656		N/A
M&T Bank Corporation	NM	87401		N/A
Bank of America	MO	64119		N/A
Citibank	NY	10710		N/A
U.S. Bancorp	NY	14052		N/A
Wells Fargo & Company	AZ	85635	Older American	N/A
Citibank	CA	92410		N/A
Capital One	GA	30411		N/A
Synchrony Financial	CA	94403		N/A
Discover	OK	73401		N/A
Resurgent Capital Services L.P.	CA	92018		N/A
Wells Fargo & Company	FL	33484		N/A
Citibank	WA	98662		N/A
Synchrony Financial	NY	11751	Older American	N/A
Capital One	VA	20176		N/A
First National Bank of Omaha	IL	60459		N/A
Barclays PLC	NJ	08060	Older American	N/A
State Farm Bank	NY	12203		N/A
Citibank	WI	53097		N/A
Citibank	MD	20902		N/A
Capital One	MI	49423	Servicemember	N/A
Capital One	KS	66609	Servicemember	N/A

Credit Card Complaints

Based on Consumer Complaints

Web	02/03/2014	Closed with explanation	Yes	No
Postal mail	02/13/2014	Closed with explanation	Yes	No
Referral	02/06/2014	Closed with explanation	Yes	Yes
Phone	02/06/2014	Closed with explanation	Yes	No
Web	02/03/2014	Closed with explanation	Yes	No
Web	02/07/2014	Closed with non-monetary relief	Yes	No
Web	02/18/2014	Closed with monetary relief	Yes	Yes
Referral	02/18/2014	Closed with monetary relief	Yes	No
Web	01/24/2014	Closed with explanation	Yes	No
Web	03/01/2014	Closed with explanation	Yes	Yes
Web	01/28/2014	Closed with monetary relief	Yes	No
Phone	02/24/2014	Closed with explanation	Yes	Yes
Web	01/23/2014	Closed with monetary relief	Yes	No
Web	02/03/2014	Closed with non-monetary relief	Yes	No
Referral	02/04/2014	Closed with explanation	Yes	No
Referral	02/04/2014	Closed with explanation	Yes	No
Web	01/27/2014	Closed with explanation	Yes	No
Web	02/21/2014	Closed with explanation	Yes	No
Phone	02/06/2014	Closed with explanation	Yes	No
Web	02/03/2014	Closed with explanation	Yes	No
Web	02/07/2014	Closed with monetary relief	Yes	No
Web	02/18/2014	Closed with monetary relief	Yes	No

Credit Card Complaints

Based on Consumer Complaints

697018

711793

690320

684126

697068

703243

719649

717444

684188

699718

673670

724596

684247

697156

684293

684296

675799

725685

690529

697316

705240

717485

Credit Card Complaints

Based on Consumer Complaints

01/24/2014	Credit card
02/21/2014	Credit card
01/18/2014	Credit card
02/12/2014	Credit card
02/21/2014	Credit card
02/07/2014	Credit card
02/21/2014	Credit card
01/29/2014	Credit card
02/03/2014	Credit card
01/29/2014	Credit card
01/18/2014	Credit card
02/03/2014	Credit card
01/18/2014	Credit card
02/18/2014	Credit card
01/18/2014	Credit card
02/07/2014	Credit card
01/19/2014	Credit card
01/19/2014	Credit card
01/19/2014	Credit card
02/04/2014	Credit card
02/04/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Billing statement

Billing disputes

APR or interest rate

Billing disputes

Customer service / Customer relations

Delinquent account

Credit determination

Other

Other fee

Other

Credit line increase/decrease

Closing/Cancelling account

Transaction issue

Rewards

Customer service / Customer relations

Credit line increase/decrease

Billing disputes

APR or interest rate

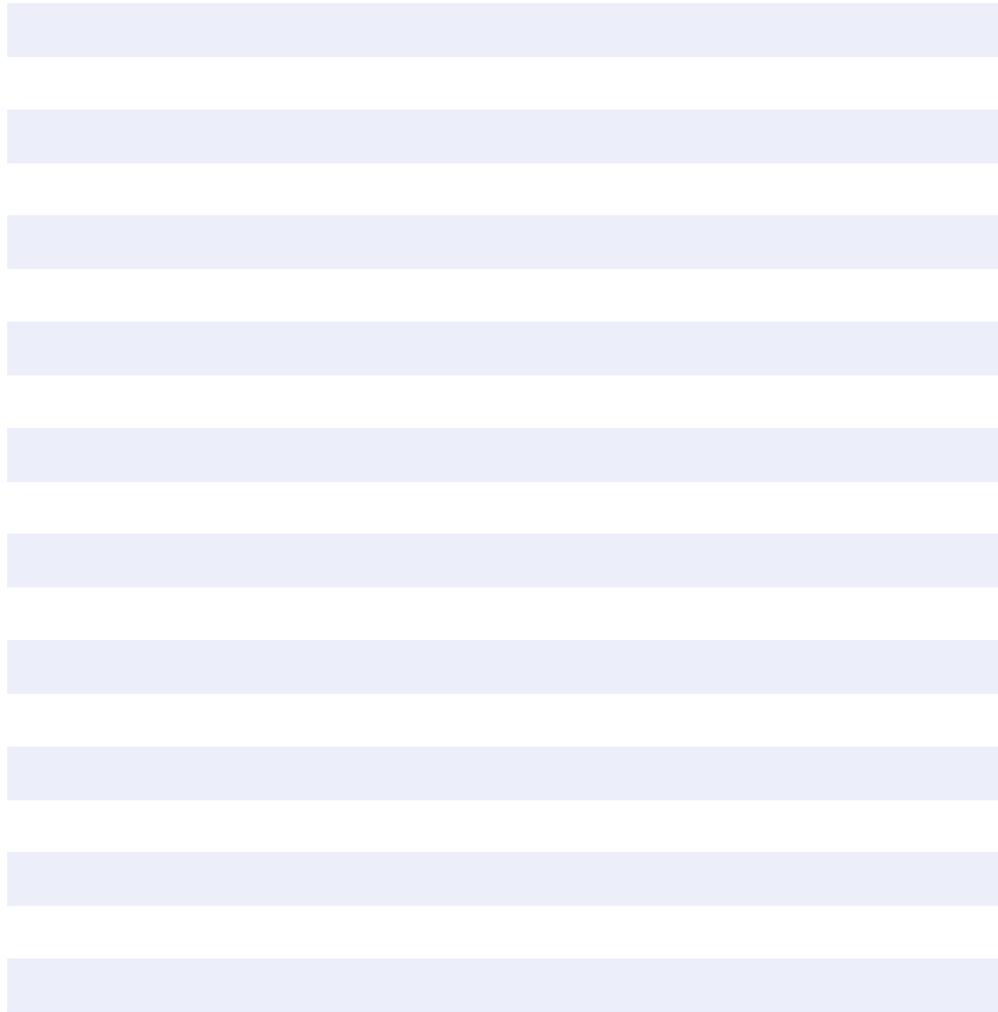
Delinquent account

Customer service / Customer relations

Billing disputes

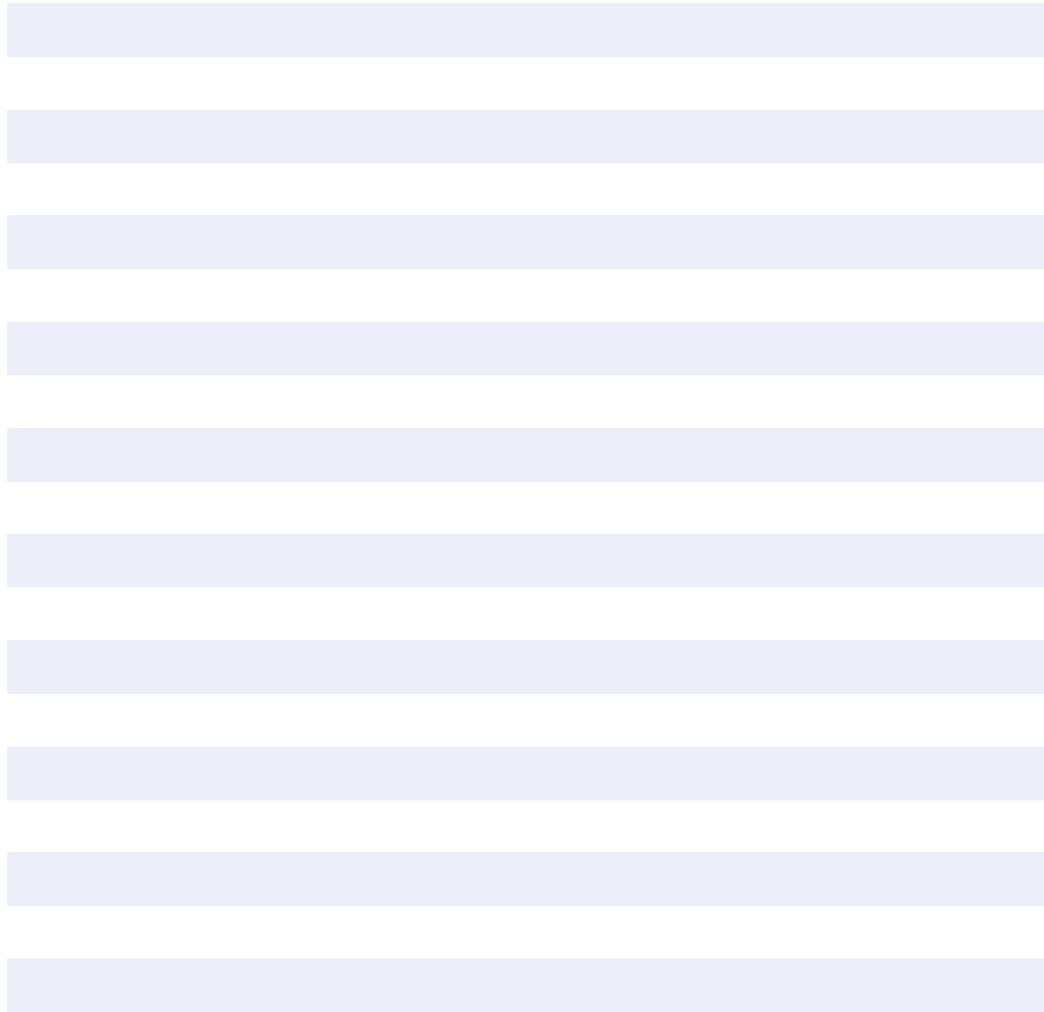
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Citibank	MN	55449		N/A
Santander Bank US	PA	19446		N/A
Synchrony Financial	CA	93401		N/A
JPMorgan Chase & Co.	AK	99802	Servicemember	N/A
TD Bank US Holding Company	IN	47460		N/A
USAA Savings	TX	76028		N/A
Wells Fargo & Company	FL	33020		N/A
JPMorgan Chase & Co.	NY	14618		N/A
Capital One	WI	53168		N/A
Capital One	OR	97223		N/A
JPMorgan Chase & Co.	NY	10603		N/A
Synchrony Financial	OH	44260		N/A
Amex	TX	75207		N/A
Bank of America	NY	14591		N/A
Capital One	NJ	07032		N/A
Capital One	NM	88220		N/A
Discover	CA	90023		N/A
Capital One	NJ	08701	Older American	N/A
PNC Bank N.A.	KY	42223	Servicemember	N/A
JPMorgan Chase & Co.	VA	23223		N/A
USAA Savings	MN	55332		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	01/24/2014	Closed with monetary relief	Yes	No
Referral	02/24/2014	Closed with explanation	Yes	No
Web	01/17/2014	Closed with monetary relief	Yes	No
Web	02/12/2014	Closed with explanation	Yes	No
Web	03/03/2014	Closed with explanation	Yes	No
Postal mail	02/07/2014	Closed with explanation	Yes	No
Postal mail	02/24/2014	Closed with explanation	Yes	No
Referral	02/07/2014	Closed with explanation	Yes	No
Web	02/06/2014	Closed with explanation	Yes	No
Referral	02/06/2014	Closed with explanation	No	No
Web	01/17/2014	Closed with explanation	Yes	Yes
Web	02/03/2014	Closed with non-monetary relief	Yes	No
Web	01/18/2014	Closed with explanation	Yes	No
Referral	02/19/2014	Closed with explanation	Yes	No
Web	01/18/2014	Closed with explanation	Yes	Yes
Web	02/07/2014	Closed with explanation	Yes	Yes
Web	01/19/2014	Closed with non-monetary relief	Yes	No
Web	01/19/2014	Closed with non-monetary relief	Yes	No
Web	01/19/2014	Closed	Yes	No
Referral	02/10/2014	Closed with explanation	Yes	No
Referral	02/07/2014	Closed with monetary relief	Yes	No

Credit Card Complaints

Based on Consumer Complaints

684391

725751

675863

736835

727586

703504

725789

690642

697867

691158

675941

697605

673649

718694

676110

703852

676170

676184

674378

698349

698360

Credit Card Complaints

Based on Consumer Complaints

02/04/2014	Credit card
01/19/2014	Credit card
01/19/2014	Credit card
02/12/2014	Credit card
01/19/2014	Credit card
02/21/2014	Credit card
02/04/2014	Credit card
01/20/2014	Credit card
01/20/2014	Credit card
02/18/2014	Credit card
02/04/2014	Credit card
02/04/2014	Credit card
02/04/2014	Credit card
02/13/2014	Credit card
01/20/2014	Credit card
02/04/2014	Credit card
02/07/2014	Credit card
02/13/2014	Credit card
02/13/2014	Credit card
02/13/2014	Credit card
02/04/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Identity theft / Fraud / Embezzlement

Delinquent account

Identity theft / Fraud / Embezzlement

Closing/Cancelling account

APR or interest rate

Late fee

Late fee

Other

Delinquent account

Bankruptcy

Other fee

Delinquent account

Billing disputes

Other

Customer service / Customer relations

Other

Other

Identity theft / Fraud / Embezzlement

Customer service / Customer relations

Identity theft / Fraud / Embezzlement

Payoff process

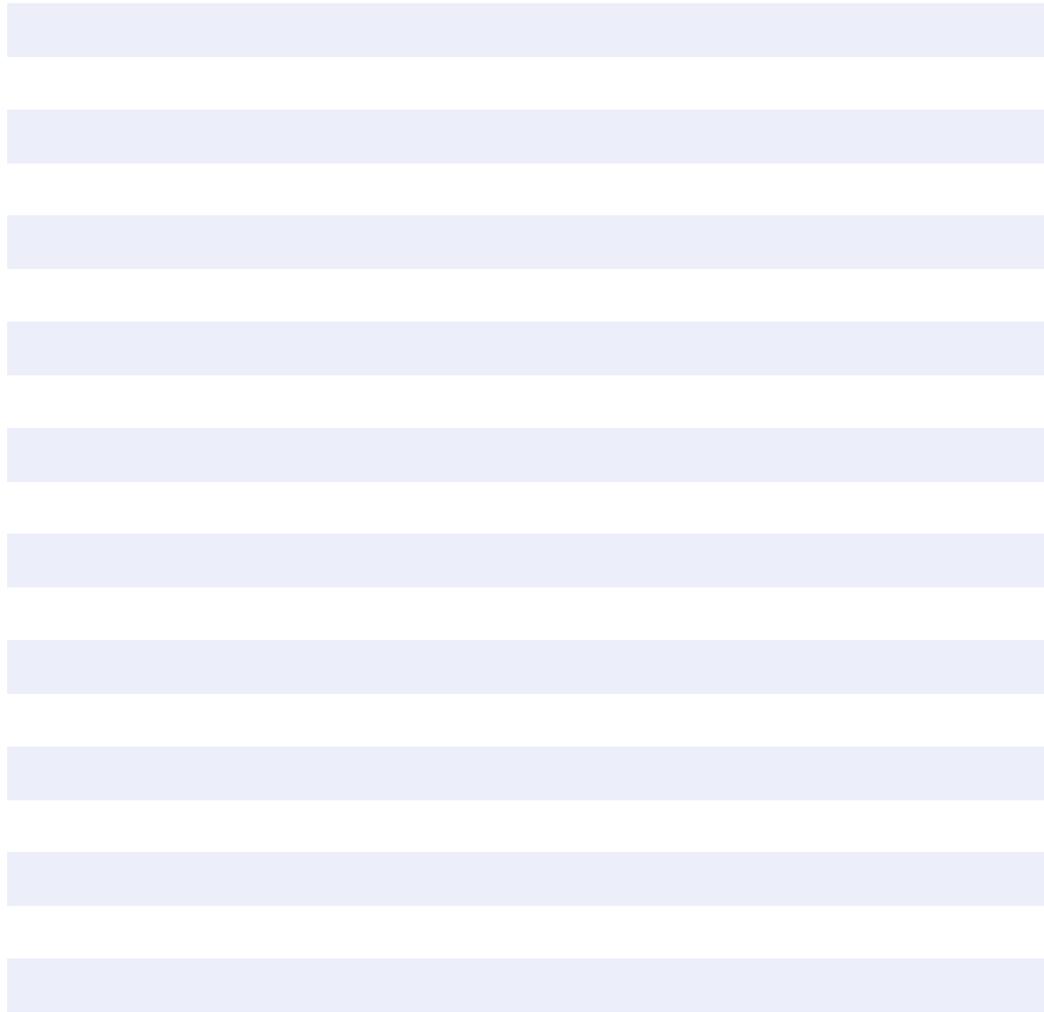
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Capital One	AR	72766		N/A
Bank of America	MD	20770	Older American	N/A
Citibank	FL	33433	Older American	N/A
Bank of America	CA	91768		N/A
Synchrony Financial	OH	44109	Older American	N/A
Capital One	NY	10304	Servicemember	N/A
Wells Fargo & Company	NY	10994		N/A
U.S. Bancorp	SD	57718		N/A
Wells Fargo & Company	TX	78240		N/A
PayPal Holdings, Inc.	MI	48141		N/A
Synchrony Financial	VA	22152		N/A
Discover	SC	29464		N/A
Sterling Jewelers Inc.	NV	89148		N/A
Amex	FL	33009		N/A
Citibank	NY	10306	Older American	N/A
Citibank	NJ	07753		N/A
Capital One	MD	21217		N/A
Citibank	WV	26301		N/A
Citibank	CO	80134		N/A
Santander Bank US	NJ	07726		N/A
Navy FCU	MI	48221		N/A

Credit Card Complaints

Based on Consumer Complaints

Postal mail	02/07/2014	Closed with non-monetary relief	Yes	No
Web	01/19/2014	Closed with explanation	Yes	Yes
Web	01/22/2014	Closed with explanation	Yes	Yes
Postal mail	02/18/2014	Closed with explanation	Yes	No
Web	01/30/2014	Closed with monetary relief	Yes	No
Web	02/21/2014	Closed with monetary relief	Yes	No
Web	02/10/2014	Closed with monetary relief	Yes	No
Web	01/19/2014	Closed with explanation	Yes	Yes
Web	01/19/2014	Closed with explanation	Yes	No
Web	02/18/2014	Closed with explanation	Yes	No
Web	02/07/2014	Closed with explanation	Yes	No
Web	02/03/2014	Closed with explanation	Yes	No
Web	02/03/2014	Closed with monetary relief	Yes	No
Referral	02/18/2014	Closed with monetary relief	Yes	Yes
Web	01/20/2014	Closed with explanation	Yes	No
Web	02/04/2014	Closed with explanation	Yes	No
Web	02/12/2014	Closed with monetary relief	Yes	No
Referral	02/18/2014	Closed with explanation	Yes	No
Referral	02/18/2014	Closed with explanation	Yes	Yes
Referral	02/18/2014	Closed with monetary relief	Yes	Yes
Postal mail	02/07/2014	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

698263

676213

673946

711946

676249

726217

700115

674403

673968

718871

698497

698508

698513

711968

676325

698539

704071

712000

711683

712007

698582

Credit Card Complaints

Based on Consumer Complaints

02/13/2014	Credit card
02/04/2014	Credit card
02/04/2014	Credit card
02/13/2014	Credit card
02/04/2014	Credit card
02/21/2014	Credit card
01/20/2014	Credit card
01/20/2014	Credit card
02/07/2014	Credit card
02/07/2014	Credit card
02/18/2014	Credit card
02/22/2014	Credit card
02/19/2014	Credit card
02/22/2014	Credit card
02/22/2014	Credit card
02/22/2014	Credit card
02/19/2014	Credit card
02/19/2014	Credit card
02/22/2014	Credit card
02/08/2014	Credit card
02/22/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Other fee

Billing disputes

Late fee

Late fee

Transaction issue

Other fee

Identity theft / Fraud / Embezzlement

Late fee

Closing/Cancelling account

Other

Billing disputes

Other

Delinquent account

Billing disputes

Credit determination

Credit determination

Delinquent account

Billing statement

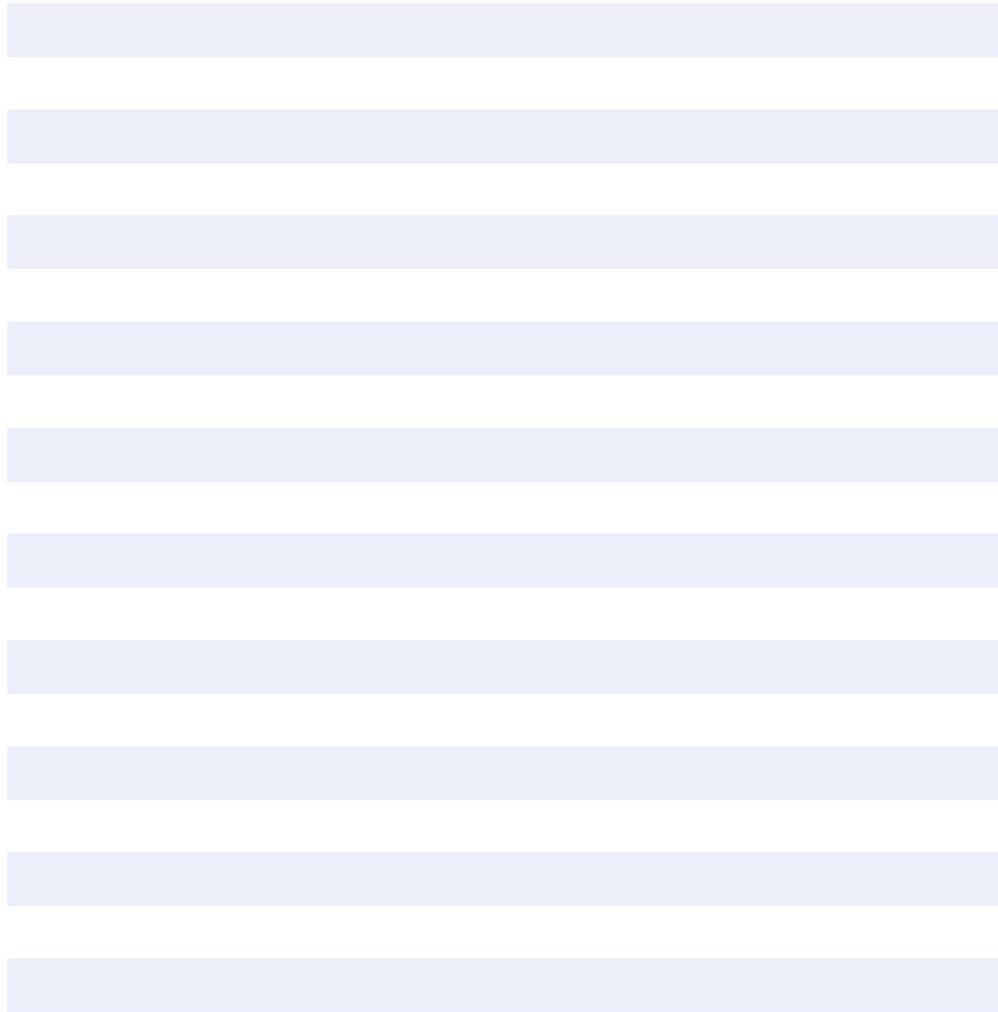
Unsolicited issuance of credit card

Rewards

Billing disputes

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Capital One	CO	81401	Older American	N/A
Wells Fargo & Company	VA	20121		N/A
Discover	GA	30078		N/A
JPMorgan Chase & Co.	CA	95118		N/A
OneMain Financial Holdings, LLC	NY	14424		N/A
Citibank	NY	10025		N/A
Bank of America	TX	79902		N/A
Synchrony Financial	WI	53916		N/A
Citibank	NH	03031		N/A
JPMorgan Chase & Co.	MA	01340		N/A
Citibank	WI	54313		N/A
Citibank	OH	44212		N/A
TD Bank US Holding Company	CT	06239		N/A
Capital One	NJ	08099		N/A
PNC Bank N.A.	OH	44706		N/A
Synchrony Financial	FL	33322		N/A
Synchrony Financial	TX	76244		N/A
TD Bank US Holding Company	CA	92399		N/A
Capital One	OR	97080		N/A
Bank of America	NJ	07624		N/A
Citibank	WA	99203		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	02/12/2014	Closed with explanation	Yes	No
Referral	02/07/2014	Closed with explanation	Yes	No
Referral	02/06/2014	Closed with explanation	Yes	Yes
Web	02/13/2014	Closed with monetary relief	Yes	No
Phone	02/06/2014	Closed with monetary relief	Yes	No
Phone	02/24/2014	Closed with explanation	Yes	No
Web	01/20/2014	Closed with explanation	Yes	Yes
Web	01/22/2014	Closed with monetary relief	Yes	No
Phone	02/10/2014	Closed with non-monetary relief	Yes	No
Web	02/12/2014	Closed with explanation	Yes	No
Referral	02/19/2014	Closed with monetary relief	Yes	No
Web	02/21/2014	Closed with explanation	Yes	No
Web	02/20/2014	Closed with non-monetary relief	Yes	No
Postal mail	02/24/2014	Closed with monetary relief	Yes	No
Postal mail	02/24/2014	Closed with explanation	Yes	No
Postal mail	02/24/2014	Closed with non-monetary relief	Yes	No
Web	03/03/2014	Closed with non-monetary relief	Yes	No
Web	02/26/2014	Closed with monetary relief	Yes	No
Web	02/22/2014	Closed with non-monetary relief	Yes	No
Web	02/08/2014	Closed with monetary relief	Yes	No
Web	02/22/2014	Closed with monetary relief	Yes	No

Credit Card Complaints

Based on Consumer Complaints

711578

699805

699729

712149

698753

724679

673716

676569

704384

704390

719160

726617

720149

726691

726702

726696

720186

720218

727126

704797

726850

Credit Card Complaints

Based on Consumer Complaints

02/23/2014	Credit card
02/24/2014	Credit card
02/24/2014	Credit card
02/24/2014	Credit card
02/19/2014	Credit card
02/04/2014	Credit card
02/19/2014	Credit card
02/13/2014	Credit card
02/13/2014	Credit card
02/13/2014	Credit card
02/08/2014	Credit card
02/13/2014	Credit card
02/08/2014	Credit card
02/13/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Identity theft / Fraud / Embezzlement

Late fee

Billing statement

Late fee

Transaction issue

Billing statement

Billing disputes

Transaction issue

Billing disputes

Billing disputes

Other

Payoff process

Transaction issue

Rewards

Identity theft / Fraud / Embezzlement

Closing/Cancelling account

Credit determination

Credit determination

Other

Other

Other

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Citibank	WA	98121		N/A
Capital One	FL	33570		N/A
Barclays PLC	AK	99708		N/A
IBERIABANK	CA	90049		N/A
Citibank	CA	91505		N/A
Wells Fargo & Company	RI	02888		N/A
Synchrony Financial	NV	89141		N/A
Citibank	CO	80220		N/A
Amex	CA	91352		N/A
Amex	MI	48348		N/A
Citibank	NJ	08857		N/A
Synchrony Financial	WI	53558		N/A
JPMorgan Chase & Co.	NY	11963		N/A
Bank of America	NY	10451		N/A
Citibank	SC	29572	Older American	N/A
Amex	FL	33131		N/A
Synchrony Financial	TX	79714		N/A
Capital One	CA	94558		N/A
Continental Finance Company, LLC	PA	18940		N/A
JPMorgan Chase & Co.	GA	30753	Older American	N/A
PayPal Holdings, Inc.	PA	18940		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	02/28/2014	Closed with non-monetary relief	Yes	No
Web	02/22/2014	Closed with monetary relief	Yes	No
Web	02/22/2014	Closed with monetary relief	Yes	No
Web	03/11/2014	Closed with monetary relief	Yes	No
Web	02/23/2014	Closed with explanation	Yes	No
Web	02/23/2014	Closed with explanation	Yes	No
Web	02/23/2014	Closed with monetary relief	Yes	No
Web	02/23/2014	Closed with explanation	Yes	No
Web	02/23/2014	Closed with explanation	Yes	Yes
Web	02/25/2014	Closed with explanation	Yes	No
Referral	02/26/2014	Closed with explanation	Yes	No
Web	02/19/2014	Closed with explanation	Yes	No
Referral	02/11/2014	Closed with explanation	Yes	No
Referral	02/20/2014	Closed with explanation	Yes	No
Postal mail	02/19/2014	Closed with monetary relief	Yes	No
Web	02/13/2014	Closed with explanation	Yes	Yes
Phone	03/18/2014	Closed with non-monetary relief	Yes	No
Referral	02/11/2014	Closed with explanation	Yes	No
Web	03/21/2014	Closed with explanation	Yes	Yes
Web	02/10/2014	Closed with explanation	Yes	No
Web	02/19/2014	Closed with explanation	Yes	Yes

Credit Card Complaints

Based on Consumer Complaints

727171

726885

726908

726917

726935

727041

727116

726977

727882

727809

727925

720426

699046

720809

712300

713927

712506

703767

711562

704708

711563

Credit Card Complaints

Based on Consumer Complaints

02/19/2014	Credit card
02/08/2014	Credit card
02/13/2014	Credit card
02/13/2014	Credit card
02/09/2014	Credit card
01/24/2014	Credit card
02/13/2014	Credit card
02/13/2014	Credit card
02/13/2014	Credit card
02/09/2014	Credit card
02/09/2014	Credit card
02/13/2014	Credit card
01/24/2014	Credit card
02/13/2014	Credit card
02/10/2014	Credit card
02/19/2014	Credit card
02/13/2014	Credit card
02/10/2014	Credit card
02/10/2014	Credit card
01/30/2014	Credit card
01/30/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Credit determination

Billing disputes

Other

Rewards

Advertising and marketing

Credit determination

Sale of account

Delinquent account

Payoff process

Delinquent account

Billing statement

Other

Delinquent account

Identity theft / Fraud / Embezzlement

Late fee

Delinquent account

Other

Identity theft / Fraud / Embezzlement

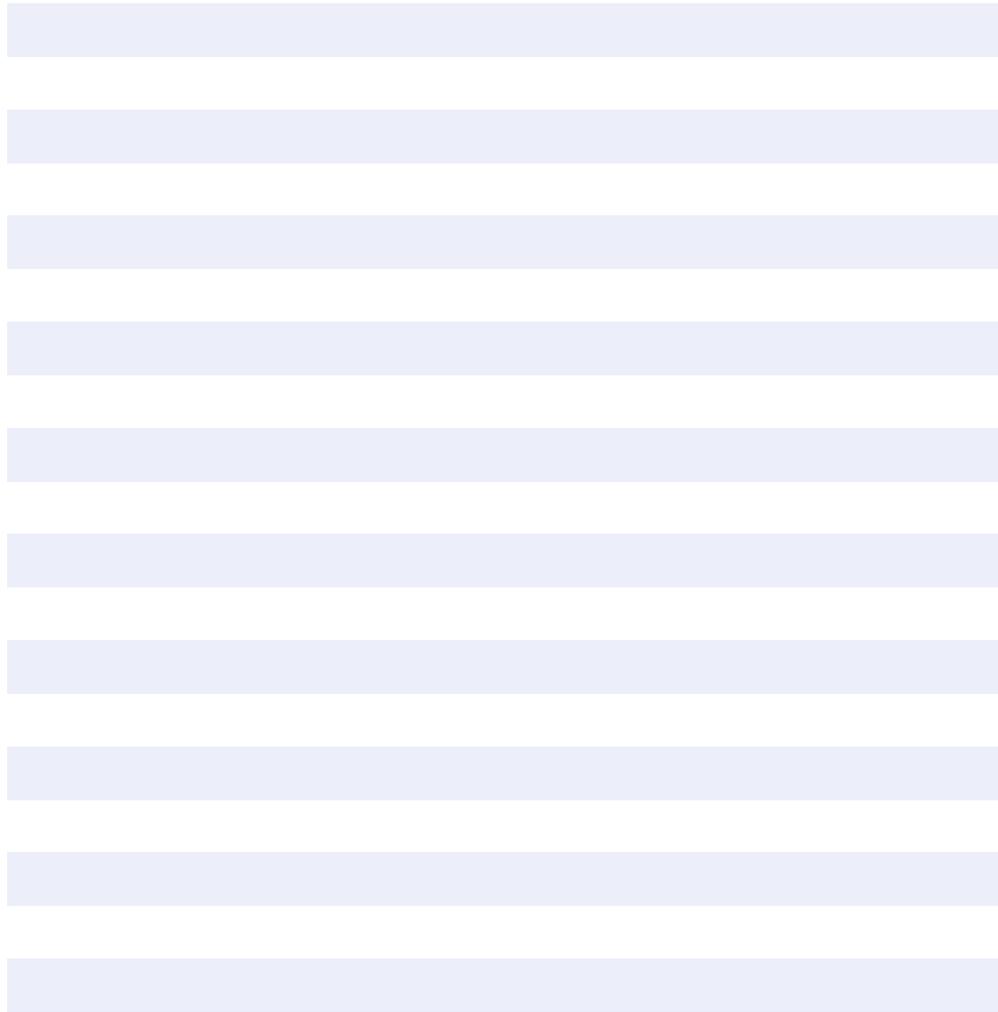
Billing statement

Transaction issue

Billing disputes

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Citibank	NJ	07430	N/A
Citibank	TX	75080	N/A
Synchrony Financial	CA	90802	N/A
Capital One	TX	75056	N/A
Discover	OR	97068	N/A
JPMorgan Chase & Co.	CA	91335	N/A
Synchrony Financial	NY	10016	N/A
Bank of America	NY	11236	N/A
Citibank	FL	33435	N/A
Barclays PLC	NJ	07030	N/A
Citibank	MN	55408	N/A
U.S. Bancorp	OH	44685	N/A
Wells Fargo & Company	CA	91001	N/A
Synchrony Financial	CA	93410	N/A
Capital One	MA	02180	N/A
Synchrony Financial	OH	43616	N/A
Discover	NY	10016	N/A
Bank of America	NY	11953	N/A
Citibank	MA	02145	N/A
Synchrony Financial	AZ	85329	N/A
Citibank	WA	98685	N/A

Credit Card Complaints

Based on Consumer Complaints

Web	02/19/2014	Closed with monetary relief	Yes	Yes
Web	02/18/2014	Closed with explanation	Yes	Yes
Web	02/13/2014	Closed with explanation	Yes	Yes
Fax	02/19/2014	Closed with explanation	Yes	No
Web	02/09/2014	Closed with monetary relief	Yes	Yes
Web	01/24/2014	Closed with explanation	Yes	Yes
Web	02/13/2014	Closed with explanation	Yes	Yes
Phone	02/19/2014	Closed with non-monetary relief	Yes	No
Web	02/13/2014	Closed with monetary relief	Yes	No
Web	02/09/2014	Closed with non-monetary relief	Yes	No
Web	02/09/2014	Closed with explanation	Yes	Yes
Web	02/13/2014	Closed with explanation	Yes	No
Fax	02/03/2014	Closed with explanation	Yes	No
Web	03/10/2014	Closed with monetary relief	Yes	Yes
Web	02/09/2014	Closed with monetary relief	Yes	Yes
Web	02/25/2014	Closed with non-monetary relief	Yes	No
Web	02/13/2014	Closed with explanation	Yes	Yes
Web	02/09/2014	Closed with explanation	Yes	No
Web	02/10/2014	Closed with monetary relief	Yes	No
Web	01/31/2014	Closed with monetary relief	Yes	No
Web	01/31/2014	Closed with monetary relief	Yes	No

Credit Card Complaints

Based on Consumer Complaints

720938

705243

713873

712634

705925

683464

713947

712738

712801

704962

704965

712897

683578

713430

705945

719803

713950

705993

706003

692051

692054

Credit Card Complaints

Based on Consumer Complaints

02/27/2014	Credit card
02/10/2014	Credit card
01/30/2014	Credit card
02/13/2014	Credit card
02/19/2014	Credit card
02/10/2014	Credit card
01/30/2014	Credit card
01/30/2014	Credit card
02/10/2014	Credit card
02/19/2014	Credit card
02/10/2014	Credit card
02/13/2014	Credit card
01/30/2014	Credit card
02/10/2014	Credit card
02/19/2014	Credit card
01/30/2014	Credit card
02/13/2014	Credit card
02/10/2014	Credit card
02/04/2014	Credit card
02/10/2014	Credit card
02/04/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

APR or interest rate

Billing disputes

Customer service / Customer relations

Closing/Cancelling account

Identity theft / Fraud / Embezzlement

Closing/Cancelling account

Closing/Cancelling account

Closing/Cancelling account

Billing disputes

Delinquent account

Closing/Cancelling account

Other

Billing disputes

Late fee

Customer service / Customer relations

APR or interest rate

Other

Other

Customer service / Customer relations

Unsolicited issuance of credit card

Billing disputes

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Wells Fargo & Company	CA	91301		N/A
Citibank	GA	30066		N/A
Synchrony Financial	AZ	85716		N/A
Synchrony Financial	FL	32835		N/A
Capital One	TN	37934		N/A
JPMorgan Chase & Co.	MA	02301		N/A
Capital One	PA	19003		N/A
JPMorgan Chase & Co.	AZ	85331		N/A
Citibank	VA	22508		N/A
Citibank	MD	20772		N/A
U.S. Bancorp	CA	90057		N/A
Citibank	NY	10016		N/A
Synchrony Financial	CA	90638		N/A
Synchrony Financial	IL	62801		N/A
Wells Fargo & Company	FL	32835		N/A
Synchrony Financial	TN	37153		N/A
Citibank	NY	11109		N/A
JPMorgan Chase & Co.	DE	19975	Servicemember	N/A
Bank of America	NV	89460		N/A
Synchrony Financial	GA	30317		N/A
Amex	DC	20007		N/A

Credit Card Complaints

Based on Consumer Complaints

Referral	03/04/2014	Closed with explanation	Yes	No
Referral	02/11/2014	Closed with monetary relief	Yes	Yes
Web	01/29/2014	Closed with non-monetary relief	Yes	No
Web	02/13/2014	Closed with explanation	Yes	Yes
Web	02/20/2014	Closed with explanation	Yes	No
Postal mail	02/10/2014	Closed with explanation	Yes	No
Web	01/30/2014	Closed with explanation	Yes	Yes
Web	01/30/2014	Closed with explanation	Yes	No
Web	02/10/2014	Closed with explanation	Yes	No
Web	02/19/2014	Closed with explanation	Yes	No
Referral	02/11/2014	Closed with explanation	Yes	No
Web	02/15/2014	Closed with non-monetary relief	Yes	No
Referral	02/06/2014	Closed with explanation	Yes	No
Web	02/10/2014	Closed with monetary relief	Yes	No
Referral	02/21/2014	Closed with explanation	Yes	No
Web	02/04/2014	Closed with monetary relief	Yes	No
Postal mail	02/21/2014	Closed with explanation	Yes	No
Phone	02/11/2014	Closed with explanation	Yes	No
Postal mail	02/07/2014	Closed with explanation	Yes	No
Postal mail	02/11/2014	Closed with explanation	Yes	No
Web	02/04/2014	Closed with monetary relief	Yes	No

Credit Card Complaints

Based on Consumer Complaints

736221

706023

692082

711609

721349

706040

692126

692130

707670

721441

707026

713952

692217

706132

719962

692287

713425

706170

698930

707406

700167

Credit Card Complaints

Based on Consumer Complaints

01/24/2014	Credit card
02/04/2014	Credit card
02/20/2014	Credit card
01/25/2014	Credit card
01/30/2014	Credit card
02/20/2014	Credit card
01/26/2014	Credit card
02/27/2014	Credit card
02/20/2014	Credit card
02/14/2014	Credit card
01/30/2014	Credit card
02/04/2014	Credit card
02/14/2014	Credit card
01/25/2014	Credit card
02/10/2014	Credit card
02/20/2014	Credit card
02/24/2014	Credit card
02/27/2014	Credit card
02/04/2014	Credit card
01/25/2014	Credit card
02/14/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Late fee

Delinquent account

APR or interest rate

Customer service / Customer relations

Credit determination

Closing/Cancelling account

Rewards

Credit card protection / Debt protection

Billing disputes

Other

Other fee

APR or interest rate

Billing disputes

Closing/Cancelling account

Credit card protection / Debt protection

Privacy

Billing disputes

Bankruptcy

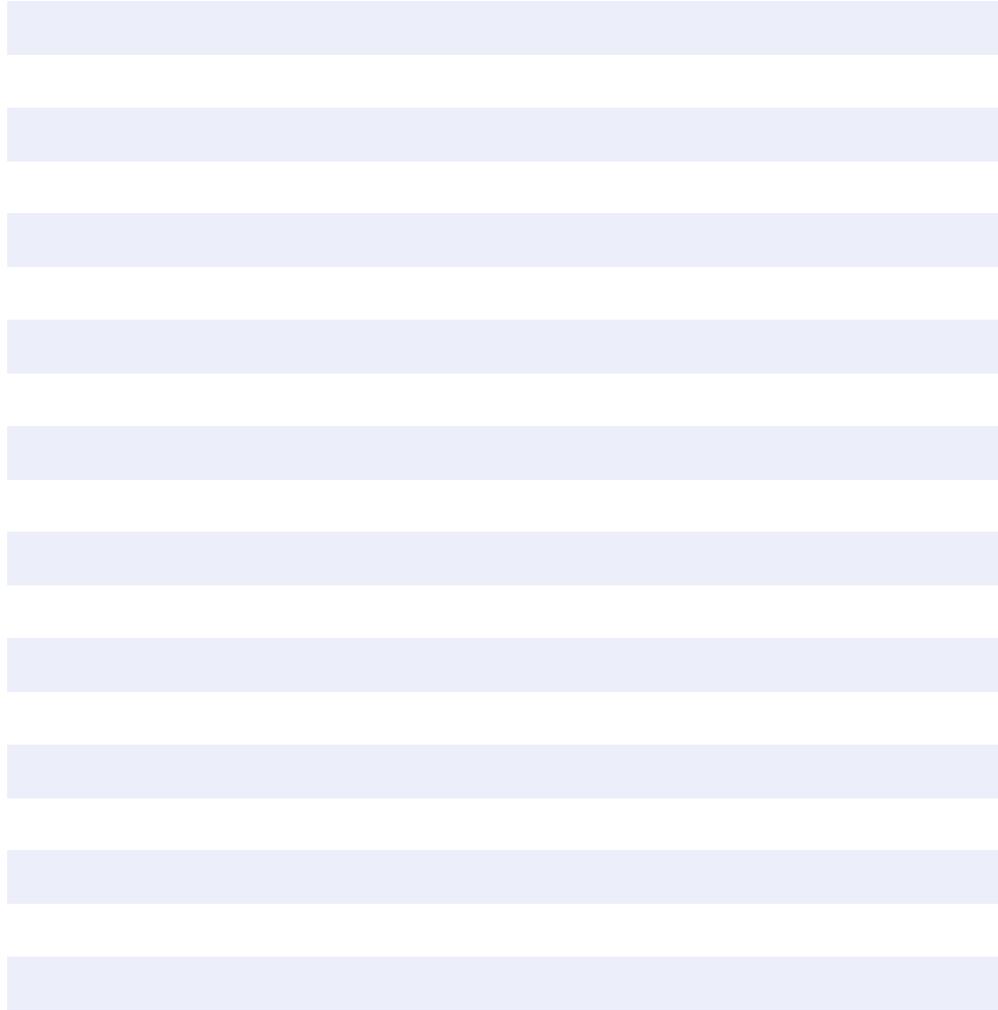
Billing disputes

Advertising and marketing

APR or interest rate

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Sterling Jewelers Inc.	MD	20783		N/A
Citibank	FL	33870		N/A
Citibank	CT	06067		N/A
Synchrony Financial	MI	48329		N/A
JPMorgan Chase & Co.	AZ	86351		N/A
Amex	NY	10532		N/A
JPMorgan Chase & Co.	TN	37135		N/A
Citibank	CA	94109		N/A
Wells Fargo & Company	NC	28086		N/A
Barclays PLC	RI	02921		N/A
Amex	MA	02460		N/A
Synchrony Financial	MD	20754		N/A
Bank of America	CA	94303		N/A
HSBC North America Holdings Inc.	MD	21231		N/A
Wells Fargo & Company	CO	80026		N/A
Citibank	CA	95128		N/A
Bank of America	CA	95076		N/A
Amex	PA	15213		N/A
Capital One	FL	33306	Older American	N/A
Citibank	MA	01983		N/A
JPMorgan Chase & Co.	NE	68132		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	02/03/2014	Closed with monetary relief	Yes	No
Postal mail	02/07/2014	Closed with monetary relief	Yes	No
Web	02/19/2014	Closed with monetary relief	Yes	No
Web	01/24/2014	Closed with explanation	Yes	No
Postal mail	02/07/2014	Closed with explanation	Yes	Yes
Web	02/19/2014	Closed with monetary relief	Yes	No
Web	02/06/2014	Closed with explanation	Yes	Yes
Web	03/04/2014	Closed with monetary relief	Yes	No
Web	02/19/2014	Closed with monetary relief	Yes	No
Referral	02/19/2014	Closed with explanation	Yes	No
Phone	02/07/2014	Closed with explanation	Yes	No
Web	02/04/2014	Closed with monetary relief	Yes	No
Referral	02/19/2014	Closed with explanation	Yes	Yes
Web	01/24/2014	Closed with explanation	Yes	No
Web	02/10/2014	Closed with explanation	Yes	No
Web	02/27/2014	Closed with non-monetary relief	Yes	No
Referral	02/28/2014	Closed with explanation	Yes	No
Web	02/28/2014	Closed with explanation	Yes	No
Web	02/04/2014	Closed with explanation	Yes	No
Web	02/04/2014	Closed with non-monetary relief	Yes	No
Web	02/13/2014	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

685466

698988

722416

685523

693479

722503

683375

735413

722514

714435

692714

699843

714483

683347

706336

722556

729992

736543

698277

685751

714572

Credit Card Complaints

Based on Consumer Complaints

01/30/2014	Credit card
01/25/2014	Credit card
02/14/2014	Credit card
02/14/2014	Credit card
02/20/2014	Credit card
02/27/2014	Credit card
01/27/2014	Credit card
02/27/2014	Credit card
01/26/2014	Credit card
02/04/2014	Credit card
02/24/2014	Credit card
01/26/2014	Credit card
01/27/2014	Credit card
02/24/2014	Credit card
01/26/2014	Credit card
01/26/2014	Credit card
02/24/2014	Credit card
01/27/2014	Credit card
02/04/2014	Credit card
02/27/2014	Credit card
01/30/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Other

Other fee

APR or interest rate

Other

Late fee

Billing disputes

Rewards

Customer service / Customer relations

Other

Billing disputes

Transaction issue

Identity theft / Fraud / Embezzlement

Billing disputes

Forbearance / Workout plans

Other

Other

Billing disputes

Billing disputes

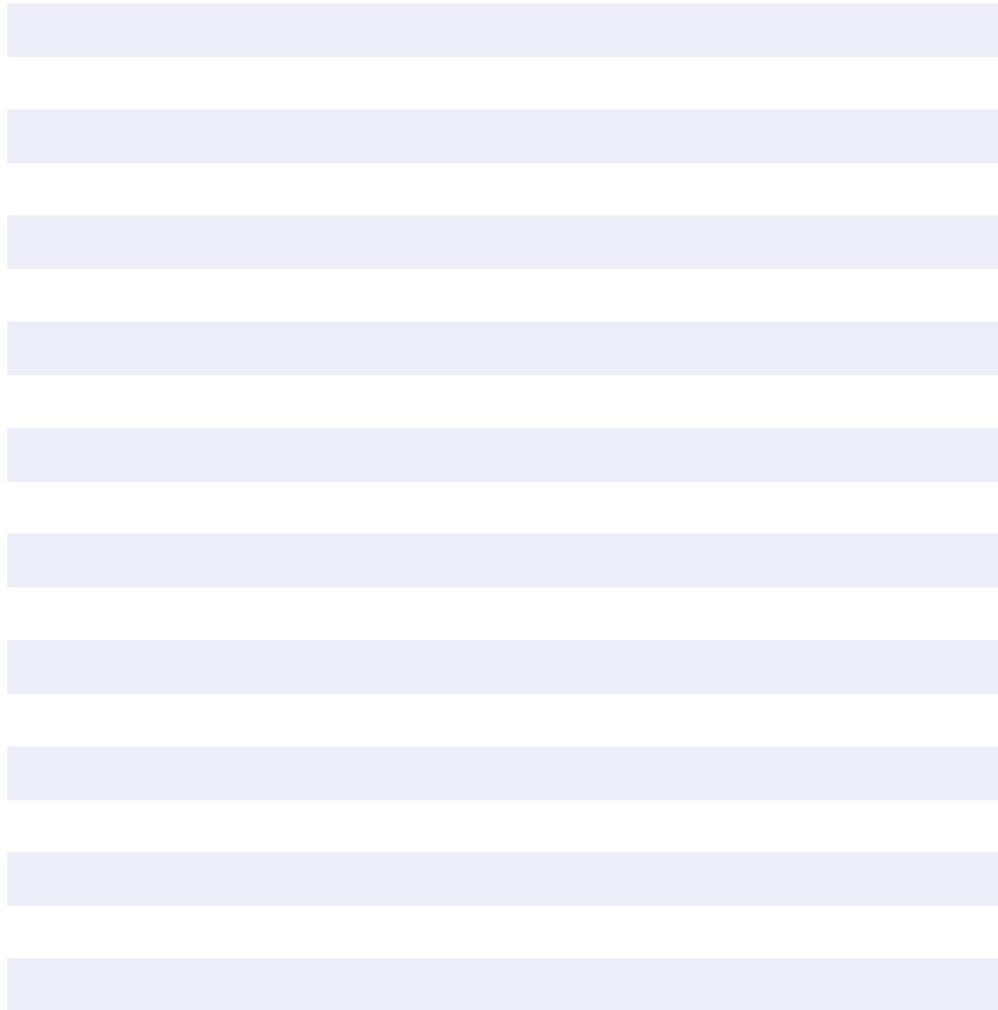
APR or interest rate

Identity theft / Fraud / Embezzlement

Other

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Citibank	CA	94538		N/A
Citibank	DE	19809	Older American	N/A
USAA Savings	CA	95242	Servicemember	N/A
Citibank	FL	33486		N/A
Barclays PLC	LA	70427		N/A
Bank of America	NY	14626	Older American	N/A
Barclays PLC	NC	28739		N/A
Capital One	WA	99208		N/A
Bank of America	WI	54130		N/A
Citibank	PR	00660		N/A
JPMorgan Chase & Co.	GA	30135		N/A
Citibank	NY	10276		N/A
Amex	CT	06057		N/A
U.S. Bancorp	IL	60586		N/A
Synchrony Financial	NJ	08223		N/A
JPMorgan Chase & Co.	NY	11226		N/A
TD Bank US Holding Company	FL	33306		N/A
JPMorgan Chase & Co.	TX	78737		N/A
Wells Fargo & Company	TX	76016	Servicemember	N/A
Citibank	CA	95937		N/A
U.S. Bancorp	NY	11791		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	01/30/2014	Closed with explanation	Yes	Yes
Web	01/25/2014	Closed with monetary relief	Yes	No
Web	02/13/2014	Closed with explanation	Yes	No
Web	02/19/2014	Closed with explanation	Yes	No
Web	02/20/2014	Closed with monetary relief	Yes	No
Web	02/27/2014	Closed with explanation	Yes	Yes
Web	01/27/2014	Closed with explanation	Yes	No
Referral	03/05/2014	Closed with explanation	Yes	No
Web	02/09/2014	Closed with explanation	Yes	No
Web	02/04/2014	Closed with explanation	Yes	Yes
Web	02/24/2014	Closed with explanation	Yes	No
Web	01/26/2014	Closed with explanation	Yes	No
Phone	02/05/2014	Closed with non-monetary relief	Yes	No
Web	02/24/2014	Closed with explanation	Yes	Yes
Web	01/26/2014	Closed with explanation	Yes	No
Web	01/26/2014	Closed with non-monetary relief	Yes	No
Web	02/27/2014	Closed with explanation	Yes	No
Web	01/26/2014	Closed with explanation	Yes	No
Web	02/04/2014	Closed with explanation	Yes	Yes
Web	03/05/2014	Closed with explanation	Yes	No
Phone	02/06/2014	Closed with explanation	No	Yes

Credit Card Complaints

Based on Consumer Complaints

692625

685766

716668

714101

722353

735587

686584

735601

685813

699279

728576

685868

686691

728618

685919

685934

729318

686542

705190

735827

692766

Credit Card Complaints

Based on Consumer Complaints

01/30/2014	Credit card
02/04/2014	Credit card
02/10/2014	Credit card
02/10/2014	Credit card
02/10/2014	Credit card
01/30/2014	Credit card
02/24/2014	Credit card
01/30/2014	Credit card
02/24/2014	Credit card
02/04/2014	Credit card
02/27/2014	Credit card
02/14/2014	Credit card
02/04/2014	Credit card
02/10/2014	Credit card
01/27/2014	Credit card
02/27/2014	Credit card
02/27/2014	Credit card
02/14/2014	Credit card
02/27/2014	Credit card
01/30/2014	Credit card
02/05/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Credit card protection / Debt protection

Billing disputes

APR or interest rate

Other

Other

Customer service / Customer relations

Other

Identity theft / Fraud / Embezzlement

Closing/Cancelling account

Advertising and marketing

Billing disputes

Other

Delinquent account

Advertising and marketing

Billing disputes

Payoff process

Other fee

Billing disputes

Identity theft / Fraud / Embezzlement

Other

Unsolicited issuance of credit card

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Citibank	VA	23320		N/A
JPMorgan Chase & Co.	FL	33313	Older American	N/A
JPMorgan Chase & Co.	NY	10008		N/A
Army and Air Force Exchange Service	MD	20743		N/A
U.S. Bancorp	CO	80044		N/A
Synchrony Financial	TX	78714		N/A
Wells Fargo & Company	FL	33328	Servicemember	N/A
Citibank	FL	33498		N/A
Bank of America	CT	06515		N/A
Citibank	GA	30107		N/A
Citibank	NC	27559	Older American	N/A
JPMorgan Chase & Co.	OH	43011		N/A
Capital One	AZ	85614		N/A
Synchrony Financial	MA	01420		N/A
Barclays PLC	NY	10901		N/A
Bank of America	CA	92629		N/A
Bank of America	NY	11230		N/A
Citibank	PR	00536		N/A
HSBC North America Holdings Inc.	IL	60628		N/A
Capital One	MA	02368		N/A
PNC Bank N.A.	NC	27517		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	01/30/2014	Closed with monetary relief	Yes	No
Web	02/06/2014	Closed with explanation	Yes	No
Web	02/10/2014	Closed with explanation	Yes	Yes
Phone	02/11/2014	Closed with explanation	Yes	No
Phone	02/11/2014	Closed with explanation	Yes	No
Phone	02/06/2014	Closed with explanation	Yes	Yes
Web	02/24/2014	Closed with monetary relief	Yes	No
Web	01/30/2014	Closed with explanation	Yes	No
Web	02/24/2014	Closed with explanation	Yes	Yes
Web	02/04/2014	Closed with non-monetary relief	Yes	No
Web	02/28/2014	Closed with monetary relief	Yes	No
Web	02/19/2014	Closed with explanation	Yes	Yes
Web	02/06/2014	Closed with non-monetary relief	No	Yes
Web	02/13/2014	Closed with monetary relief	Yes	No
Web	01/27/2014	Closed with explanation	Yes	No
Web	02/28/2014	Closed with explanation	Yes	No
Referral	03/05/2014	Closed with explanation	Yes	Yes
Fax	03/03/2014	Closed with monetary relief	Yes	No
Phone	03/04/2014	Closed with explanation	Yes	No
Web	01/30/2014	Closed with non-monetary relief	Yes	No
Web	02/06/2014	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

692919

699739

706741

706762

707431

693404

728832

693015

728987

699707

736013

714944

700176

706875

685994

736069

734296

714437

736070

693112

702208

Credit Card Complaints

Based on Consumer Complaints

02/27/2014	Credit card
02/10/2014	Credit card
01/30/2014	Credit card
02/28/2014	Credit card
02/05/2014	Credit card
02/05/2014	Credit card
02/10/2014	Credit card
02/05/2014	Credit card
02/10/2014	Credit card
02/10/2014	Credit card
02/10/2014	Credit card
02/05/2014	Credit card
02/05/2014	Credit card
01/30/2014	Credit card
02/28/2014	Credit card
02/24/2014	Credit card
02/24/2014	Credit card
01/31/2014	Credit card
02/25/2014	Credit card
02/25/2014	Credit card
02/25/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Payoff process

Billing disputes

Billing statement

Transaction issue

Delinquent account

Customer service / Customer relations

Credit card protection / Debt protection

Customer service / Customer relations

Advertising and marketing

Advertising and marketing

Other

Billing disputes

Payoff process

Application processing delay

Rewards

APR or interest rate

Billing disputes

Other fee

Billing disputes

Credit determination

APR or interest rate

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Synovus Bank	FL	33759	Older American	N/A
Citibank	IA	50009		N/A
Citibank	MA	01749		N/A
Discover	NY	11204		N/A
Capital One	TX	78154	Older American	N/A
JPMorgan Chase & Co.	FL	33435		N/A
Capital One	DC	20020		N/A
Amex	NY	10038		N/A
Fifth Third Financial Corporation	MI	48201		N/A
Barclays PLC	MA	01129	Older American	N/A
Citibank	TX	75703		N/A
Capital One	OR	97402		N/A
Capital One	KY	40219		N/A
Citibank	VA	22310		N/A
Wells Fargo & Company	VA	23060		N/A
Amex	WA	98033		N/A
Synchrony Financial	CA	94599		N/A
Amex	WA	98683		N/A
Wells Fargo & Company	CA	90745		N/A
JPMorgan Chase & Co.	AZ	85140		N/A
First National Bank of Omaha	AZ	85297		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	03/18/2014	Closed with explanation	Yes	No
Web	02/10/2014	Closed with explanation	Yes	No
Web	01/30/2014	Closed with explanation	Yes	No
Web	02/28/2014	Closed with explanation	Yes	No
Web	02/06/2014	Closed with explanation	Yes	No
Web	02/06/2014	Closed with explanation	Yes	No
Web	02/14/2014	Closed with explanation	Yes	No
Web	02/04/2014	Closed with explanation	Yes	No
Web	02/10/2014	Closed with monetary relief	Yes	No
Referral	02/11/2014	Closed with explanation	Yes	No
Web	02/12/2014	Closed with explanation	Yes	No
Web	02/05/2014	Closed with non-monetary relief	Yes	No
Web	02/05/2014	Closed with explanation	Yes	No
Postal mail	02/06/2014	Closed with explanation	Yes	No
Web	02/27/2014	Closed with monetary relief	Yes	No
Web	02/24/2014	Closed with non-monetary relief	Yes	No
Web	02/24/2014	Closed with explanation	Yes	No
Web	02/06/2014	Closed with explanation	Yes	No
Web	02/24/2014	Closed with explanation	Yes	No
Web	02/27/2014	Closed with explanation	Yes	Yes
Web	02/26/2014	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

736079

707017

693223

737127

700285

700286

706768

705835

707047

707081

707800

710441

710445

693312

739399

729131

729202

694125

729767

729885

730207

Credit Card Complaints

Based on Consumer Complaints

02/25/2014	Credit card
02/05/2014	Credit card
02/25/2014	Credit card
02/05/2014	Credit card
02/28/2014	Credit card
03/05/2014	Credit card
02/05/2014	Credit card
02/14/2014	Credit card
02/20/2014	Credit card
02/20/2014	Credit card
02/14/2014	Credit card
02/14/2014	Credit card
02/20/2014	Credit card
02/28/2014	Credit card
02/28/2014	Credit card
02/20/2014	Credit card
02/28/2014	Credit card
03/05/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

APR or interest rate

Other

Unsolicited issuance of credit card

APR or interest rate

Closing/Cancelling account

Identity theft / Fraud / Embezzlement

Billing disputes

Advertising and marketing

Billing disputes

Billing disputes

Other

Rewards

Identity theft / Fraud / Embezzlement

Unsolicited issuance of credit card

Identity theft / Fraud / Embezzlement

Billing disputes

Late fee

Delinquent account

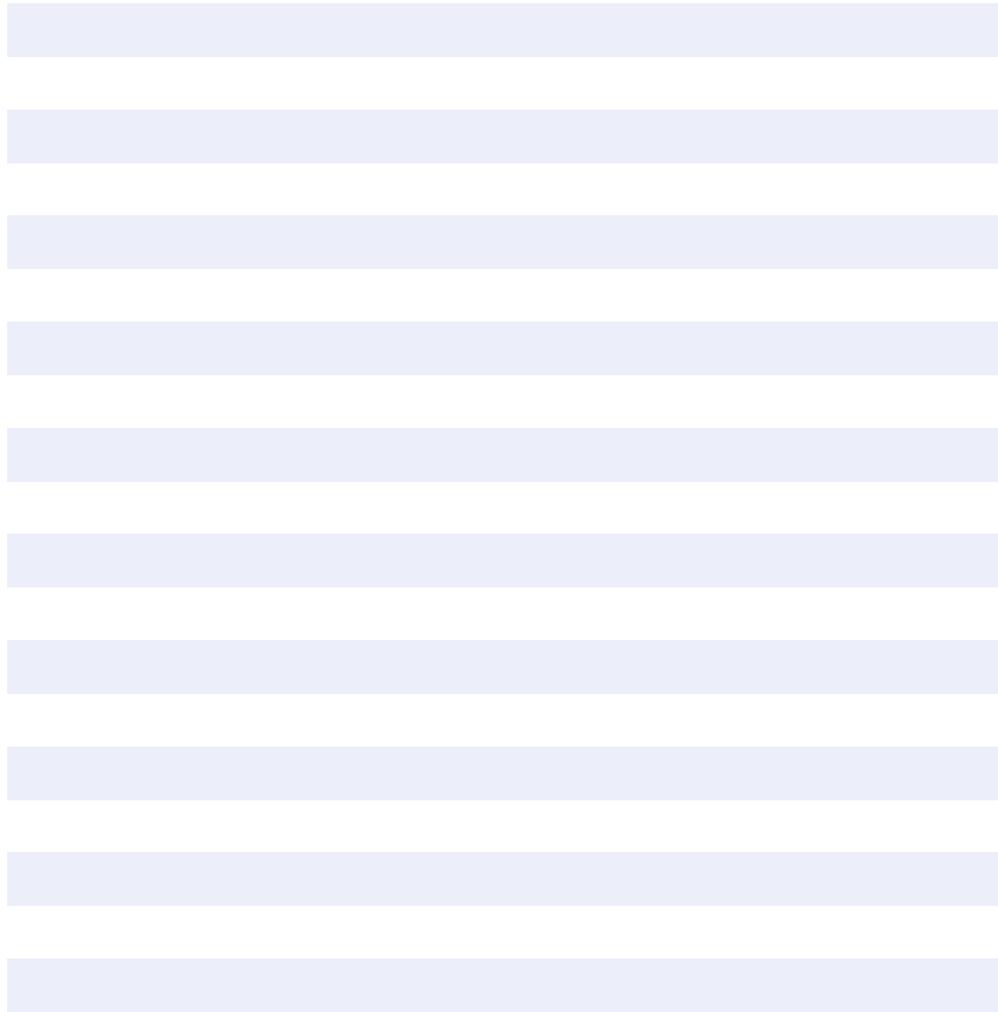
APR or interest rate

Closing/Cancelling account

Credit determination

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Citibank	PA	18974		N/A
TD Bank US Holding Company	FL	33067	Older American	N/A
U.S. Bancorp	IA	51351		N/A
Citibank	IL	61109	Servicemember	N/A
Bank of America	IL	60047		N/A
Amex	NJ	07979		N/A
Synchrony Financial	MO	64063	Older American	N/A
JPMorgan Chase & Co.	FL	34119		N/A
Citibank	MI	49001	Older American	N/A
Bank of America	GA	30144		N/A
Synchrony Financial				N/A
JPMorgan Chase & Co.	TX	77043		N/A
Citibank	IL	60453		N/A
Bank of America	FL	33331		N/A
Synchrony Financial	CA	92833		N/A
TD Bank US Holding Company	NJ	07054		N/A
Wells Fargo & Company	CA	93402		N/A
Citibank	CO	81226		N/A
Discover	NY	12553		N/A
Synchrony Financial	FL	32835		N/A
Citibank	OH	44107		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	02/25/2014	Closed with explanation	Yes	No
Web	02/06/2014	Closed with monetary relief	Yes	No
Web	02/25/2014	Closed with explanation	Yes	No
Postal mail	02/07/2014	Closed with monetary relief	Yes	No
Web	02/05/2014	Closed with explanation	Yes	No
Web	02/07/2014	Closed with explanation	Yes	No
Web	02/05/2014	Closed with monetary relief	Yes	No
Referral	03/05/2014	Closed with explanation	Yes	Yes
Phone	03/07/2014	Closed with monetary relief	Yes	No
Web	02/10/2014	Closed with explanation	Yes	No
Phone	03/04/2014	Closed with explanation	Yes	No
Web	02/20/2014	Closed with monetary relief	Yes	No
Referral	02/24/2014	Closed with monetary relief	Yes	No
Web	02/20/2014	Closed with explanation	Yes	No
Web	02/14/2014	Closed with monetary relief	Yes	No
Web	02/20/2014	Closed with monetary relief	Yes	No
Postal mail	03/03/2014	Closed with monetary relief	Yes	No
Postal mail	03/03/2014	Closed with non-monetary relief	Yes	No
Phone	02/21/2014	Closed with explanation	Yes	No
Web	03/05/2014	Closed with explanation	Yes	Yes
Web	03/05/2014	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

730210

700381

730308

702858

700388

700421

707954

738751

745412

702890

715020

723095

723132

715650

715699

723227

738090

736930

722181

736660

745317

Credit Card Complaints

Based on Consumer Complaints

03/05/2014	Credit card
03/11/2014	Credit card
03/05/2014	Credit card
02/15/2014	Credit card
03/05/2014	Credit card
02/15/2014	Credit card
02/15/2014	Credit card
02/20/2014	Credit card
02/28/2014	Credit card
02/25/2014	Credit card
02/25/2014	Credit card
02/28/2014	Credit card
02/25/2014	Credit card
02/16/2014	Credit card
02/25/2014	Credit card
03/05/2014	Credit card
02/25/2014	Credit card
02/16/2014	Credit card
03/01/2014	Credit card
02/20/2014	Credit card
03/06/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Forbearance / Workout plans

Rewards

Closing/Cancelling account

Credit determination

Closing/Cancelling account

Other

Identity theft / Fraud / Embezzlement

Other fee

Delinquent account

Billing disputes

Closing/Cancelling account

Delinquent account

APR or interest rate

Transaction issue

Billing disputes

Other

Transaction issue

Other

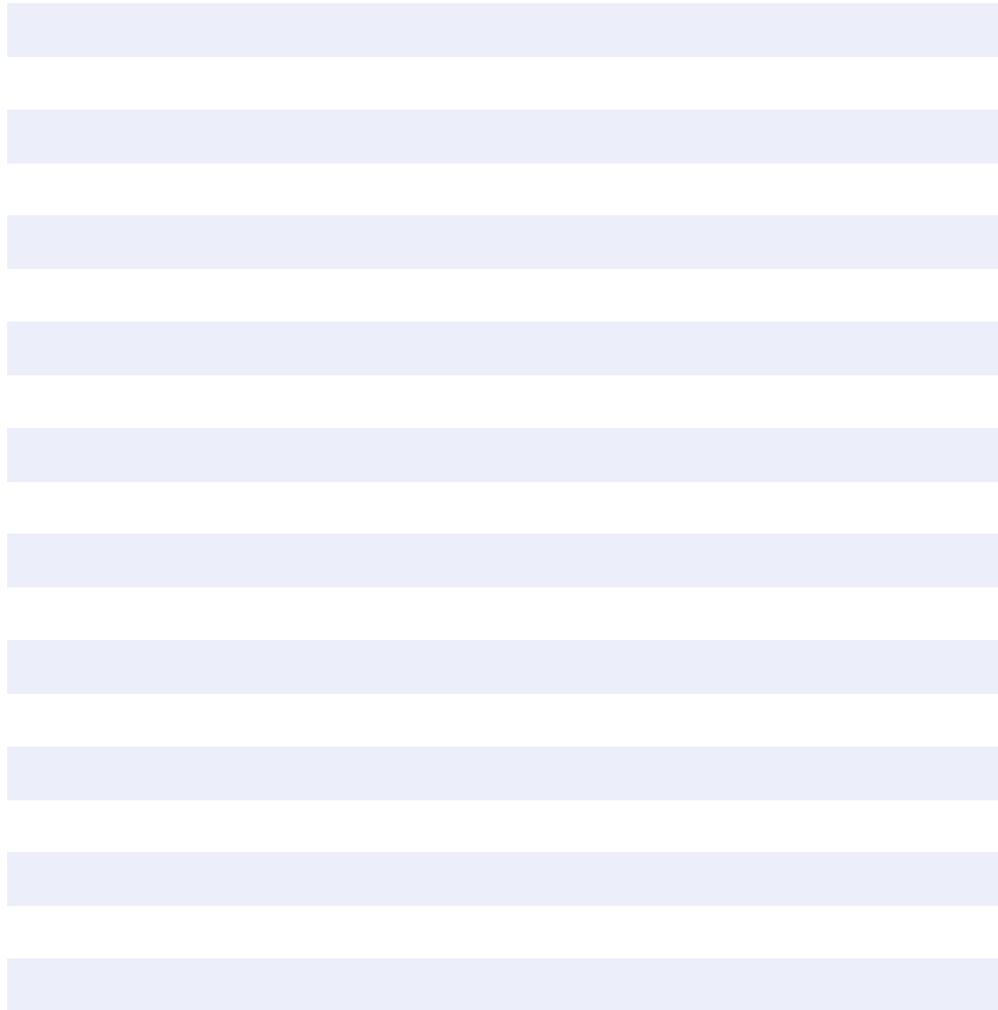
Identity theft / Fraud / Embezzlement

Privacy

Other

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	NY	11354		N/A
JPMorgan Chase & Co.	VA	23059		N/A
First National Bank of Omaha	ME	04101	Older American	N/A
Synchrony Financial	VA	22302	Older American	N/A
Bank of America	FL	33594		N/A
Bank of America	VA	23059		N/A
Citibank	CT	06811		N/A
Synchrony Financial	MD	21047		N/A
Army and Air Force Exchange Service	NV	89081	Servicemember	N/A
Capital One	CO	81052		N/A
Capital One	CA	94925		N/A
Capital One	NY	14214		N/A
JPMorgan Chase & Co.	WI	53716		N/A
U.S. Bancorp	WI	54304		N/A
Wells Fargo & Company	OH	43082		N/A
Barclays PLC	PA	17018	Older American	N/A
Citibank	CA	95610		N/A
JPMorgan Chase & Co.	IL	60513		N/A
Capital One	MA	02601		N/A
Synchrony Financial	CA	95822		N/A
FirstMerit Bank	OH	44306		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	03/05/2014	Closed with explanation	Yes	No
Web	03/10/2014	Closed with non-monetary relief	Yes	No
Postal mail	03/07/2014	Closed with explanation	Yes	Yes
Web	02/15/2014	Closed with monetary relief	Yes	No
Web	03/05/2014	Closed with explanation	Yes	No
Web	02/15/2014	Closed with explanation	Yes	No
Web	03/13/2014	Closed with non-monetary relief	Yes	No
Web	02/20/2014	Closed with monetary relief	Yes	No
Phone	03/05/2014	Closed with explanation	Yes	No
Referral	02/26/2014	Closed with non-monetary relief	Yes	No
Referral	02/26/2014	Closed with explanation	Yes	No
Web	02/28/2014	Closed with explanation	Yes	No
Phone	02/26/2014	Closed with explanation	Yes	Yes
Web	02/21/2014	Closed with explanation	Yes	No
Phone	02/26/2014	Closed with non-monetary relief	Yes	No
Web	03/10/2014	Closed with explanation	Yes	No
Phone	02/26/2014	Closed with monetary relief	Yes	No
Web	02/16/2014	Closed with explanation	Yes	No
Referral	03/04/2014	Closed with non-monetary relief	Yes	No
Web	02/20/2014	Closed with explanation	Yes	Yes
Web	03/05/2014	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

743733

762735

743651

715974

745268

716001

716036

723731

738415

730704

731789

738444

730746

716105

730768

745557

730858

716185

738589

723966

746211

Credit Card Complaints

Based on Consumer Complaints

03/11/2014	Credit card
02/25/2014	Credit card
02/25/2014	Credit card
03/11/2014	Credit card
02/17/2014	Credit card
03/11/2014	Credit card
03/11/2014	Credit card
02/17/2014	Credit card
03/01/2014	Credit card
02/17/2014	Credit card
03/01/2014	Credit card
03/01/2014	Credit card
02/21/2014	Credit card
03/06/2014	Credit card
03/06/2014	Credit card
02/21/2014	Credit card
02/21/2014	Credit card
02/21/2014	Credit card
03/11/2014	Credit card
02/17/2014	Credit card
03/06/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Unsolicited issuance of credit card

Identity theft / Fraud / Embezzlement

Identity theft / Fraud / Embezzlement

Credit determination

Billing statement

Other

Credit determination

Other fee

Balance transfer

Customer service / Customer relations

Late fee

APR or interest rate

Late fee

Customer service / Customer relations

Arbitration

Billing disputes

Billing statement

Closing/Cancelling account

Identity theft / Fraud / Embezzlement

Billing disputes

Credit card protection / Debt protection

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Citibank	OR	97080		N/A
JPMorgan Chase & Co.	MA	02151		N/A
Citibank	MA	02151		N/A
Discover	LA	70003		N/A
Amex	CA	92131		N/A
Bank of America	TX	78613		N/A
Synchrony Financial	VA	20147		N/A
Citibank	VA	22193		N/A
Santander Bank US	NY	11762		N/A
Citibank	NJ	08109		N/A
Citibank	CO	80525		N/A
Citibank	MD	21113		N/A
TD Bank US Holding Company	CA	92176		N/A
Capital One	OR	97426	Older American	N/A
JPMorgan Chase & Co.	AZ	85035	Servicemember	N/A
Synchrony Financial	VA	23120		N/A
Citibank	IL	60062		N/A
JPMorgan Chase & Co.	CA	95901		N/A
Synchrony Financial	WI	53027		N/A
Capital One	TX	76001		N/A
TD Bank US Holding Company	CT	06770		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	03/12/2014	Closed with non-monetary relief	Yes	No
Web	02/27/2014	Closed with explanation	Yes	No
Web	02/27/2014	Closed with monetary relief	Yes	No
Web	03/12/2014	Closed with explanation	Yes	No
Web	02/17/2014	Closed with explanation	Yes	No
Web	03/12/2014	Closed with explanation	Yes	No
Web	03/12/2014	Closed with explanation	Yes	No
Web	02/17/2014	Closed with monetary relief	Yes	No
Web	03/04/2014	Closed	Yes	No
Web	02/17/2014	Closed with explanation	Yes	Yes
Web	03/01/2014	Closed with monetary relief	Yes	Yes
Web	03/01/2014	Closed with non-monetary relief	Yes	Yes
Web	02/26/2014	Closed with monetary relief	Yes	No
Web	03/06/2014	Closed with explanation	Yes	Yes
Web	03/06/2014	Closed with explanation	Yes	No
Web	02/20/2014	Closed with monetary relief	Yes	No
Web	02/20/2014	Closed with monetary relief	Yes	No
Web	02/20/2014	Closed with explanation	Yes	No
Referral	03/14/2014	Closed with non-monetary relief	Yes	No
Web	02/17/2014	Closed with monetary relief	Yes	No
Web	03/10/2014	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

753336

730935

730936

755587

716283

755593

753937

716289

738741

716778

738773

736826

727184

745959

746406

725108

725112

725115

757546

716399

746451

Credit Card Complaints

Based on Consumer Complaints

02/21/2014	Credit card
03/01/2014	Credit card
02/21/2014	Credit card
03/06/2014	Credit card
02/17/2014	Credit card
02/21/2014	Credit card
03/02/2014	Credit card
02/21/2014	Credit card
03/02/2014	Credit card
03/06/2014	Credit card
03/03/2014	Credit card
02/21/2014	Credit card
02/25/2014	Credit card
02/25/2014	Credit card
02/18/2014	Credit card
03/14/2014	Credit card
03/03/2014	Credit card
03/11/2014	Credit card
02/18/2014	Credit card
02/21/2014	Credit card
02/26/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Identity theft / Fraud / Embezzlement

Other

Billing disputes

Billing disputes

Billing statement

Closing/Cancelling account

Other

Other fee

Closing/Cancelling account

Other

Other

Transaction issue

Identity theft / Fraud / Embezzlement

Billing disputes

Billing disputes

Billing disputes

Billing disputes

Arbitration

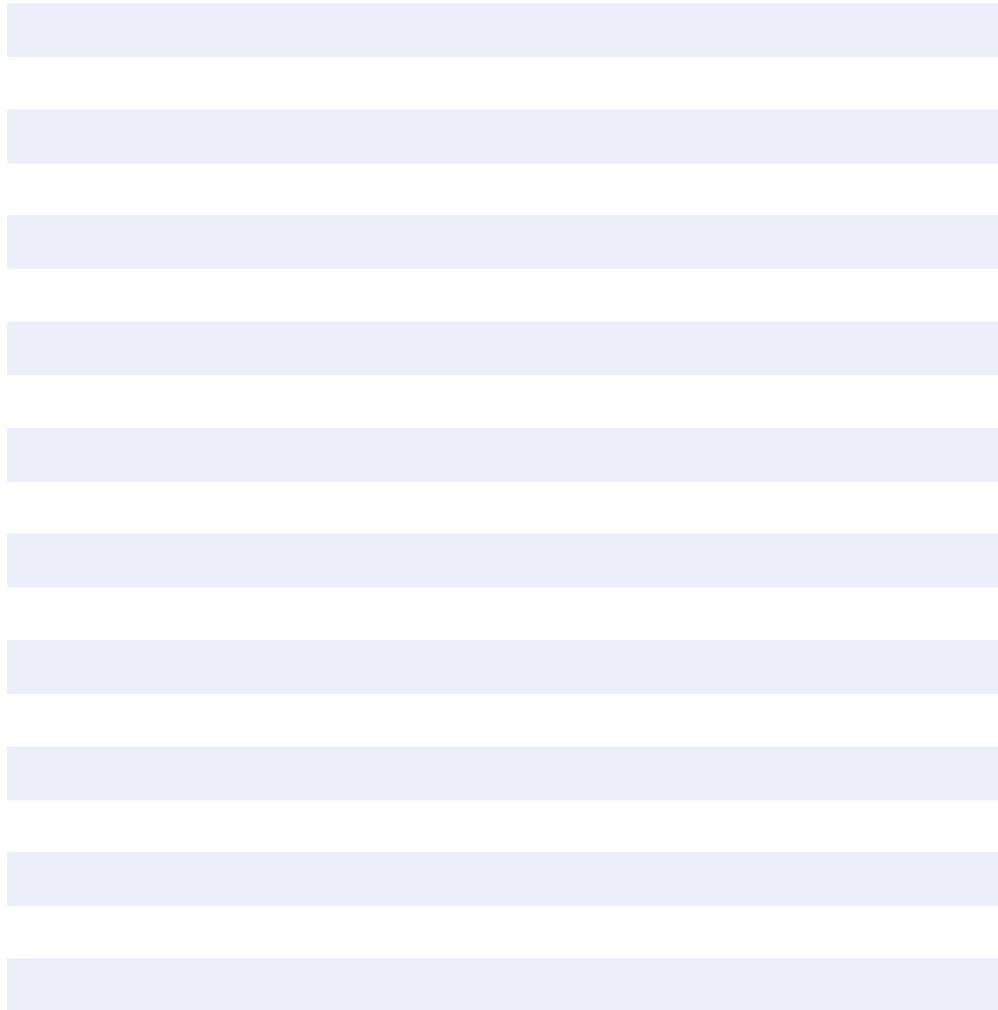
Other

Closing/Cancelling account

Sale of account

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Citibank	WI	53128		N/A
Bank of America	MD	20832		N/A
Citibank	CA	90401		N/A
HSBC North America Holdings Inc.	NY	10018		N/A
Citibank	NY	11418		N/A
Citibank	FL	33161		N/A
Citibank	NJ	07921		N/A
Citibank	NY	13126		N/A
JPMorgan Chase & Co.	MN	55372		N/A
Wells Fargo & Company	SC	29906		N/A
Synchrony Financial	NY	10038		N/A
Bank of America	FL	32754		N/A
Amex	FL	33312		N/A
Citibank	FL	33325		N/A
JPMorgan Chase & Co.	TX	77581		N/A
Wells Fargo & Company	CO	80918	Older American	N/A
Amex	CA	90732	Servicemember	N/A
Capital One	IL	62234		N/A
Amex	TN	38177		N/A
Discover	FL	32118		N/A
JPMorgan Chase & Co.	LA	70506		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	02/25/2014	Closed with non-monetary relief	Yes	No
Web	03/01/2014	Closed with explanation	Yes	Yes
Referral	02/24/2014	Closed with monetary relief	Yes	No
Referral	03/10/2014	Closed with explanation	Yes	No
Web	02/17/2014	Closed with monetary relief	Yes	No
Web	02/21/2014	Closed with monetary relief	Yes	No
Web	03/07/2014	Closed with monetary relief	Yes	No
Web	02/21/2014	Closed with monetary relief	Yes	No
Web	03/02/2014	Closed with monetary relief	Yes	No
Phone	03/07/2014	Closed with explanation	Yes	No
Web	03/07/2014	Closed with explanation	Yes	Yes
Postal mail	02/24/2014	Closed with explanation	Yes	No
Web	02/27/2014	Closed with monetary relief	Yes	No
Web	03/01/2014	Closed with monetary relief	Yes	No
Web	02/17/2014	Closed with explanation	Yes	No
Web	03/14/2014	Closed with explanation	Yes	No
Web	03/04/2014	Closed with monetary relief	Yes	No
Web	03/11/2014	Closed with explanation	Yes	No
Web	02/18/2014	Closed with explanation	Yes	No
Referral	02/24/2014	Closed with explanation	Yes	No
Web	02/28/2014	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

725130

738880

725206

746981

716495

725238

736915

725277

739628

746572

739449

724624

731417

729818

717639

758347

741279

754037

717710

727517

732191

Credit Card Complaints

Based on Consumer Complaints

02/26/2014	Credit card
03/14/2014	Credit card
02/26/2014	Credit card
03/03/2014	Credit card
03/06/2014	Credit card
02/26/2014	Credit card
03/03/2014	Credit card
03/11/2014	Credit card
03/03/2014	Credit card
03/14/2014	Credit card
02/26/2014	Credit card
03/11/2014	Credit card
03/03/2014	Credit card
03/03/2014	Credit card
03/06/2014	Credit card
03/14/2014	Credit card
02/26/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Billing disputes

Billing disputes

Delinquent account

Rewards

Late fee

Delinquent account

Late fee

Other

Other

Identity theft / Fraud / Embezzlement

Credit card protection / Debt protection

Credit determination

Billing disputes

Rewards

Late fee

Late fee

Billing disputes

Identity theft / Fraud / Embezzlement

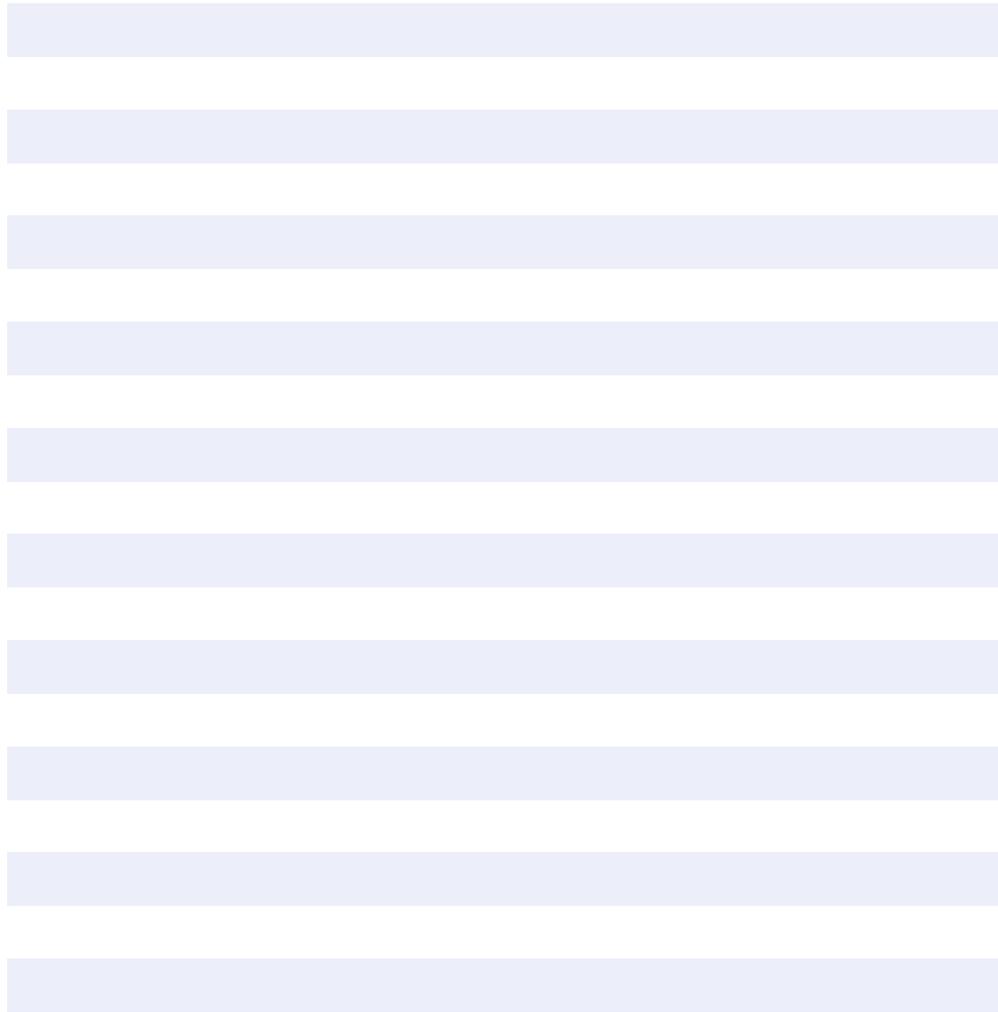
Billing disputes

Billing disputes

Credit determination

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Citibank	TX	75061		N/A
Capital One	WI	54935		N/A
Synchrony Financial	CA	92399		N/A
Amex	MD	21075		N/A
Amex	CA	92886		N/A
Synchrony Financial	SC	29662		N/A
Citibank	PA	19608	Older American	N/A
Citibank	RI	02911	Older American	N/A
LexisNexis	NJ	07738		N/A
Capital One	AZ	85051		N/A
Synchrony Financial	CT	06710		N/A
Wells Fargo & Company	MN	55124	Older American	N/A
Capital One	WI	54669		N/A
JPMorgan Chase & Co.	WI	53224		N/A
Citibank	AZ	85295		N/A
Citibank	NJ	08050	Older American	N/A
Amex	CA	95667		N/A
Citibank	NY	10038		N/A
Citibank	FL	32780		N/A
Synchrony Financial	FL	33032		N/A
Citibank	VA	23451	Servicemember	N/A

Credit Card Complaints

Based on Consumer Complaints

Web	02/25/2014	Closed with monetary relief	Yes	No
Web	03/14/2014	Closed with monetary relief	Yes	No
Web	02/25/2014	Closed with explanation	Yes	Yes
Web	02/26/2014	Closed with explanation	Yes	No
Web	02/26/2014	Closed with explanation	Yes	No
Web	02/27/2014	Closed with explanation	Yes	No
Referral	02/28/2014	Closed with explanation	Yes	No
Phone	03/04/2014	Closed with monetary relief	Yes	No
Referral	03/10/2014	Closed with explanation	Yes	No
Postal mail	02/27/2014	Closed with monetary relief	Yes	No
Web	03/03/2014	Closed with monetary relief	Yes	No
Phone	03/12/2014	Closed with explanation	Yes	No
Web	03/03/2014	Closed with monetary relief	Yes	No
Web	03/14/2014	Closed with explanation	Yes	No
Web	02/26/2014	Closed with monetary relief	Yes	No
Phone	03/12/2014	Closed with monetary relief	Yes	No
Phone	03/05/2014	Closed with explanation	Yes	No
Web	03/06/2014	Closed with monetary relief	Yes	No
Web	03/06/2014	Closed with monetary relief	Yes	No
Web	03/14/2014	Closed with non-monetary relief	Yes	No
Web	02/26/2014	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

732362

758411

734083

732399

732402

732411

733283

739582

746797

731950

739416

754071

741319

757843

732633

754078

740016

739450

746956

758595

732696

Credit Card Complaints

Based on Consumer Complaints

03/11/2014	Credit card
03/19/2014	Credit card
03/19/2014	Credit card
02/26/2014	Credit card
03/06/2014	Credit card
03/03/2014	Credit card
03/14/2014	Credit card
02/26/2014	Credit card
03/11/2014	Credit card
02/26/2014	Credit card
03/08/2014	Credit card
03/11/2014	Credit card
03/19/2014	Credit card
03/11/2014	Credit card
03/06/2014	Credit card
03/14/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Billing disputes

Delinquent account

Payoff process

Billing statement

Late fee

Billing disputes

Billing statement

Credit line increase/decrease

Billing disputes

Customer service / Customer relations

Late fee

Late fee

Customer service / Customer relations

Delinquent account

Closing/Cancelling account

Credit determination

Billing disputes

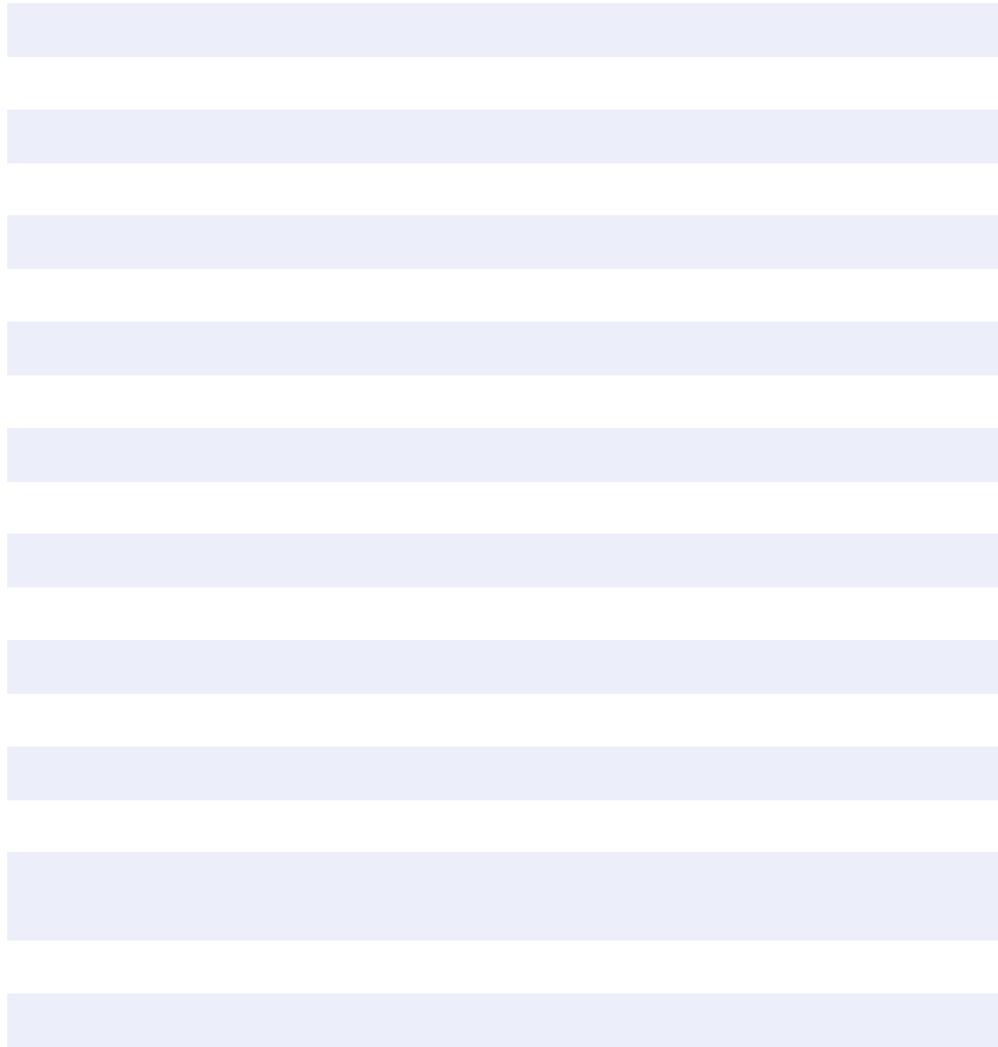
Other

Transaction issue

Billing disputes

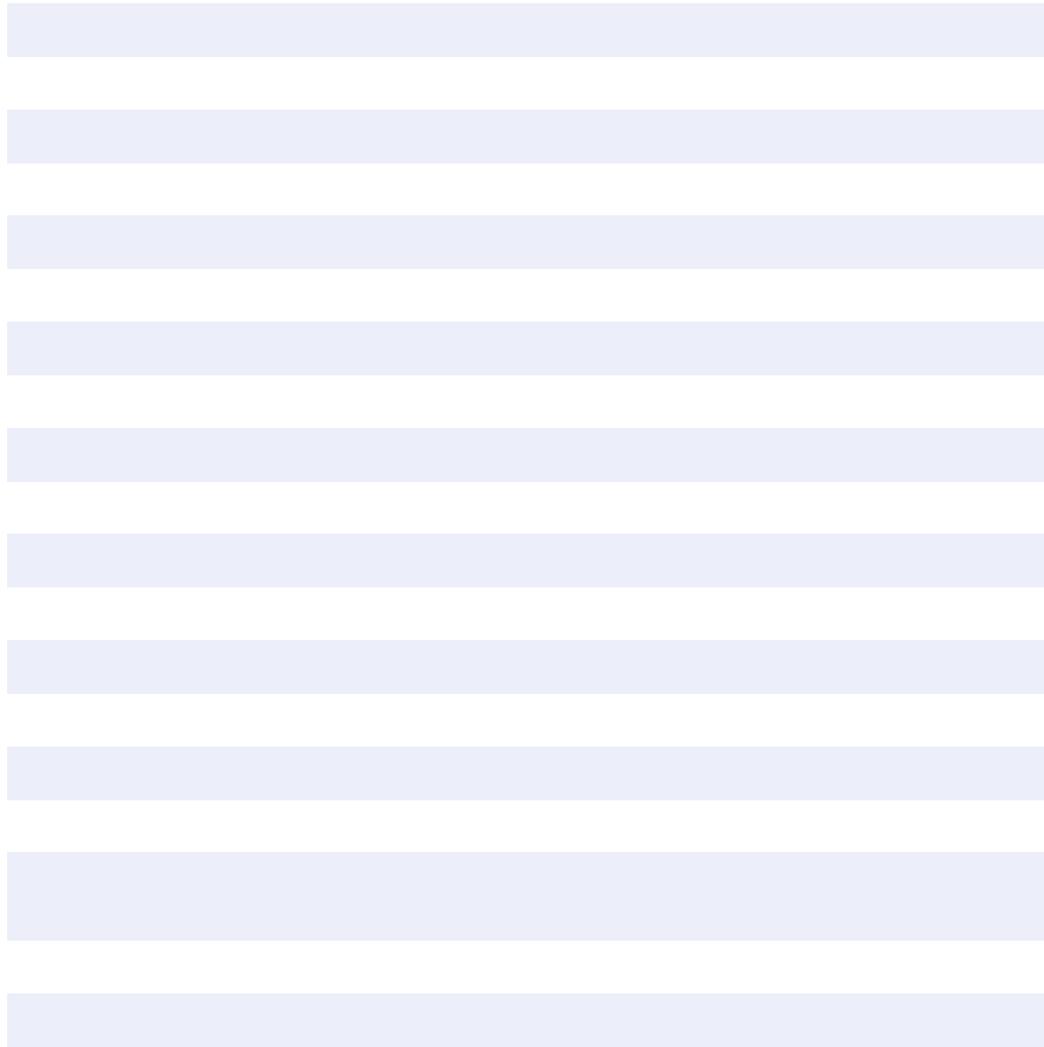
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Synchrony Financial	NC	27526		N/A
Capital One	WI	53095		N/A
Capital One	VA	24219		N/A
Capital One	OH	45801		N/A
Citibank	NY	10018		N/A
Amex	MN	55448		N/A
Bank of America	NV	89048		N/A
Synchrony Financial	FL	33433	Older American	N/A
Synchrony Financial	FL	32903		N/A
Bank of America	MI	49045	Servicemember	N/A
OneMain Financial Holdings, LLC	UT	84096		N/A
Bank of America	FL	34772		N/A
Bank of America	MI	49045	Servicemember	N/A
Capital One	AZ	85014	Servicemember	N/A
Capital One	NC	28532		N/A
Capital One	NY	11229		N/A
Bank of America	NY	10462	Older American	N/A
JPMorgan Chase & Co.	IL	60561	Older American, Servicemember	N/A
Synchrony Financial	NJ	07643	Older American	N/A
JPMorgan Chase & Co.	NJ	08904		N/A

Credit Card Complaints

Based on Consumer Complaints

Referral	03/14/2014	Closed with explanation	Yes	No
Referral	03/24/2014	Closed with explanation	Yes	No
Referral	03/24/2014	Closed with monetary relief	Yes	Yes
Phone	02/28/2014	Closed with explanation	Yes	No
Web	03/06/2014	Closed with monetary relief	Yes	No
Web	03/03/2014	Closed with monetary relief	Yes	No
Referral	03/19/2014	Closed with explanation	Yes	Yes
Web	02/28/2014	Closed with explanation	Yes	Yes
Phone	03/12/2014	Closed with monetary relief	Yes	No
Web	02/27/2014	Closed with explanation	Yes	No
Web	02/27/2014	Closed with explanation	Yes	No
Postal mail	02/27/2014	Closed with explanation	Yes	No
Web	03/07/2014	Closed with explanation	Yes	No
Web	02/26/2014	Closed with monetary relief	Yes	No
Referral	03/17/2014	Closed with explanation	Yes	No
Web	03/21/2014	Closed with explanation	Yes	No
Web	03/19/2014	Closed with monetary relief	Yes	Yes
Web	03/12/2014	Closed with explanation	Yes	No
Web	03/06/2014	Closed with monetary relief	Yes	No
Phone	03/17/2014	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

757579

765109

765115

732741

747248

740164

768184

733737

759998

733759

732836

732847

733760

732896

762645

762781

767307

754142

747555

763287

Credit Card Complaints

Based on Consumer Complaints

03/15/2014	Credit card
03/15/2014	Credit card
03/06/2014	Credit card
03/06/2014	Credit card
03/19/2014	Credit card
03/15/2014	Credit card
03/19/2014	Credit card
03/19/2014	Credit card
03/11/2014	Credit card
03/11/2014	Credit card
03/19/2014	Credit card
03/12/2014	Credit card
03/20/2014	Credit card
03/20/2014	Credit card
03/16/2014	Credit card
03/20/2014	Credit card
03/12/2014	Credit card
03/16/2014	Credit card
03/12/2014	Credit card
03/12/2014	Credit card
03/12/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Late fee

Cash advance

Advertising and marketing

APR or interest rate

APR or interest rate

Delinquent account

Billing statement

Balance transfer

Billing disputes

Identity theft / Fraud / Embezzlement

APR or interest rate

Other

Customer service / Customer relations

Late fee

Billing statement

Privacy

Billing disputes

APR or interest rate

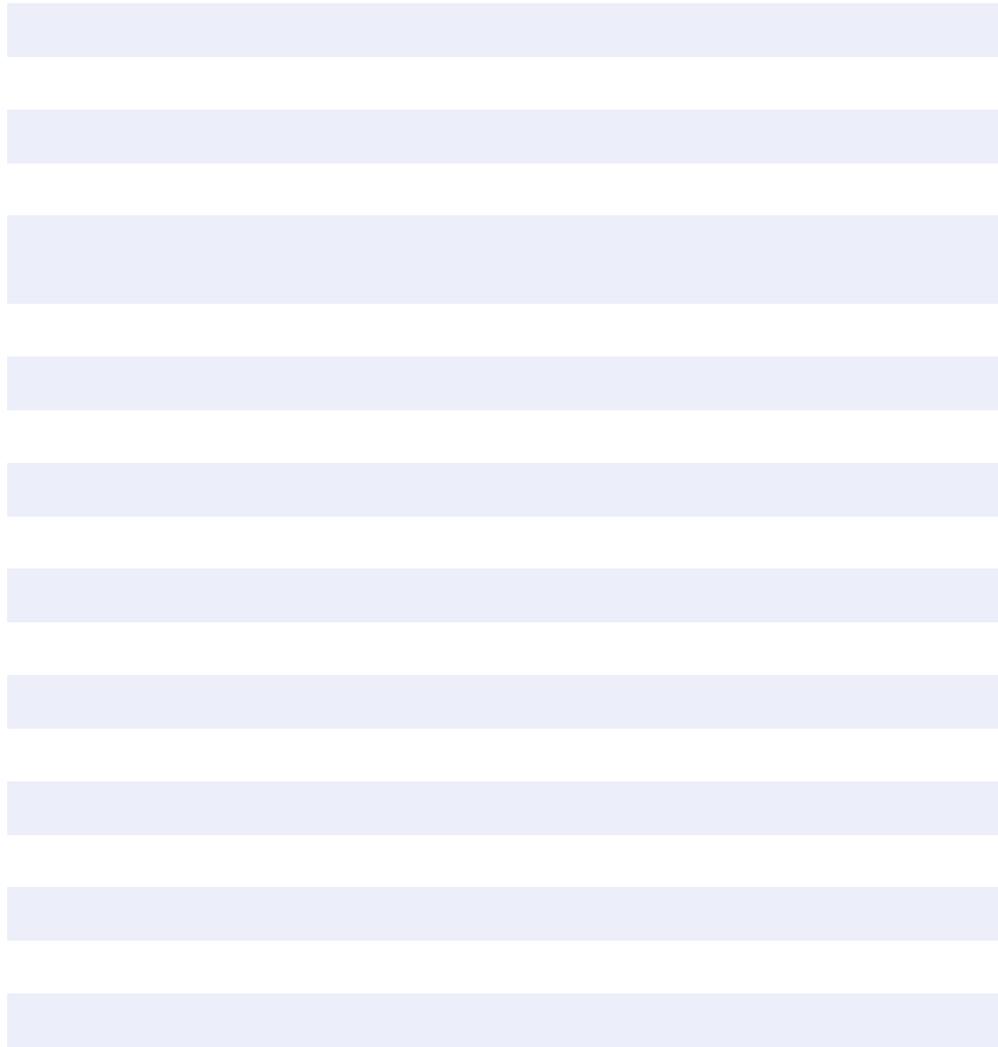
APR or interest rate

Other

Credit determination

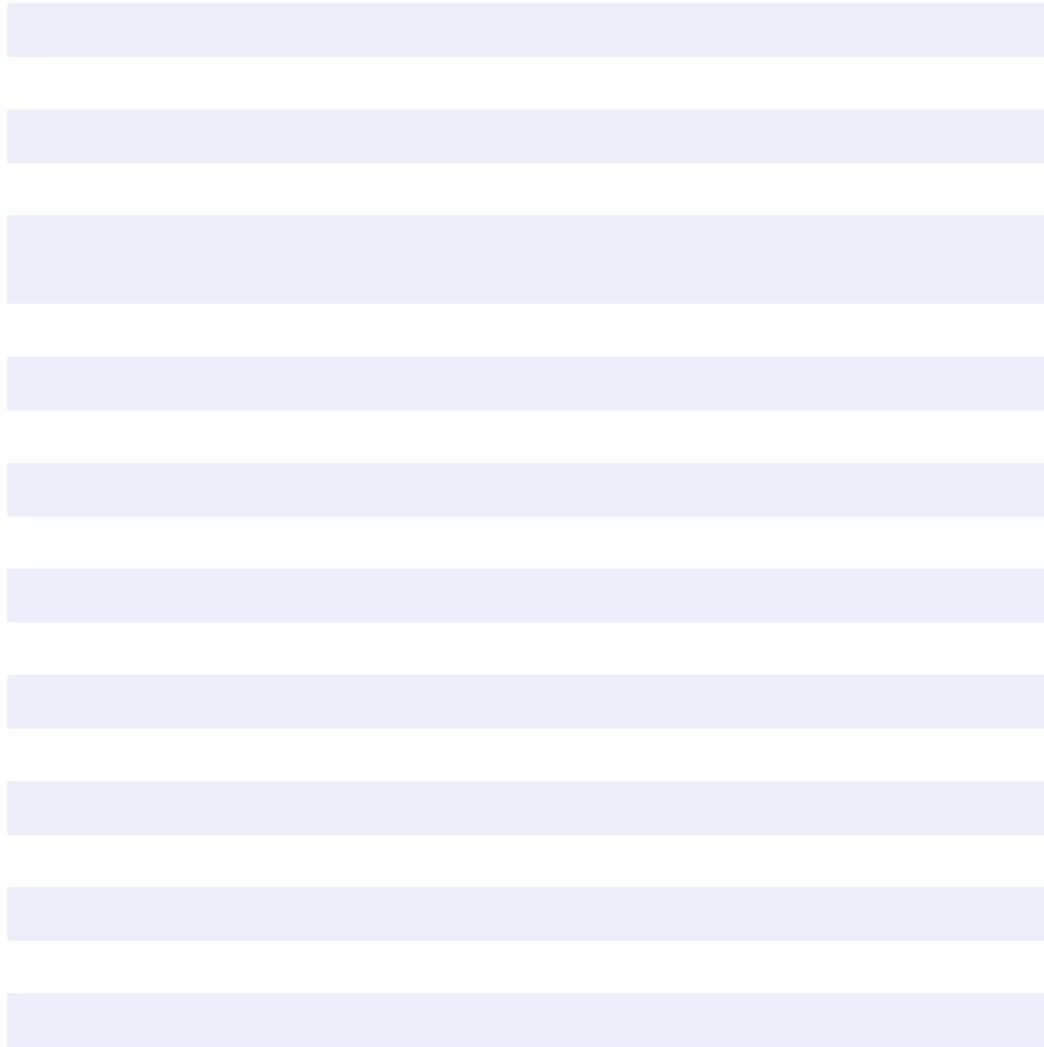
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Citibank	TX	76051		N/A
USAA Savings	TX	76548		N/A
Synchrony Financial	TN	37415	Older American	N/A
Citibank	MI	49079		N/A
Wells Fargo & Company	CA	95662		N/A
Discover	MS	38961		N/A
PayPal Holdings, Inc.	NY	12434	Older American, Servicemember	N/A
Synchrony Financial	CA	94080		N/A
Bank of America	VA	22204		N/A
Wells Fargo & Company	AZ	86301		N/A
Wells Fargo & Company	CA	95624		N/A
U.S. Bancorp	MD	21740		N/A
Citibank	CA	90005		N/A
Citibank	NJ	08873		N/A
Citibank	IL	60060		N/A
Capital One	TX	78225	Servicemember	N/A
Discover	NY	11435		N/A
JPMorgan Chase & Co.	TX	76016		N/A
Banco Popular North America	FL	33472		N/A
Amex	VA	23220		N/A
Amex	GA	30240		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	03/15/2014	Closed with monetary relief	Yes	No
Web	03/15/2014	Closed with explanation	Yes	No
Referral	03/31/2014	Closed with explanation	Yes	No
Web	03/06/2014	Closed with monetary relief	Yes	No
Web	03/19/2014	Closed with explanation	Yes	Yes
Postal mail	03/20/2014	Closed with explanation	Yes	No
Web	03/19/2014	Closed with explanation	Yes	No
Web	03/19/2014	Closed with monetary relief	Yes	No
Web	03/12/2014	Closed with non-monetary relief	Yes	No
Web	03/12/2014	Closed with explanation	Yes	No
Web	03/19/2014	Closed with explanation	Yes	No
Web	03/12/2014	Closed with non-monetary relief	Yes	No
Web	03/19/2014	Closed with monetary relief	Yes	No
Web	03/19/2014	Closed with monetary relief	Yes	No
Web	03/16/2014	Closed with monetary relief	Yes	No
Web	03/26/2014	Closed with explanation	Yes	No
Web	03/12/2014	Closed with explanation	Yes	No
Web	03/16/2014	Closed with explanation	Yes	No
Referral	03/14/2014	Closed with explanation	Yes	No
Referral	03/14/2014	Closed with explanation	Yes	No
Web	03/12/2014	Closed with explanation	Yes	Yes

Credit Card Complaints

Based on Consumer Complaints

760405

760412

747652

747668

765762

759025

765830

765859

760018

754228

769111

759474

769146

769158

760551

770730

755836

759290

760068

766225

763292

Credit Card Complaints

Based on Consumer Complaints

03/17/2014	Credit card
03/17/2014	Credit card
03/20/2014	Credit card
03/17/2014	Credit card
03/17/2014	Credit card
03/20/2014	Credit card
03/03/2014	Credit card
03/03/2014	Credit card
03/03/2014	Credit card
02/26/2014	Credit card
02/26/2014	Credit card
02/26/2014	Credit card
03/20/2014	Credit card
03/03/2014	Credit card
03/04/2014	Credit card
03/04/2014	Credit card
03/04/2014	Credit card
02/26/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Closing/Cancelling account

Identity theft / Fraud / Embezzlement

Credit line increase/decrease

Other

Credit determination

Transaction issue

Transaction issue

Transaction issue

Billing disputes

Bankruptcy

Closing/Cancelling account

Customer service / Customer relations

Overlimit fee

Unsolicited issuance of credit card

Billing statement

Billing disputes

Delinquent account

Billing disputes

Delinquent account

Delinquent account

Other

Forbearance / Workout plans

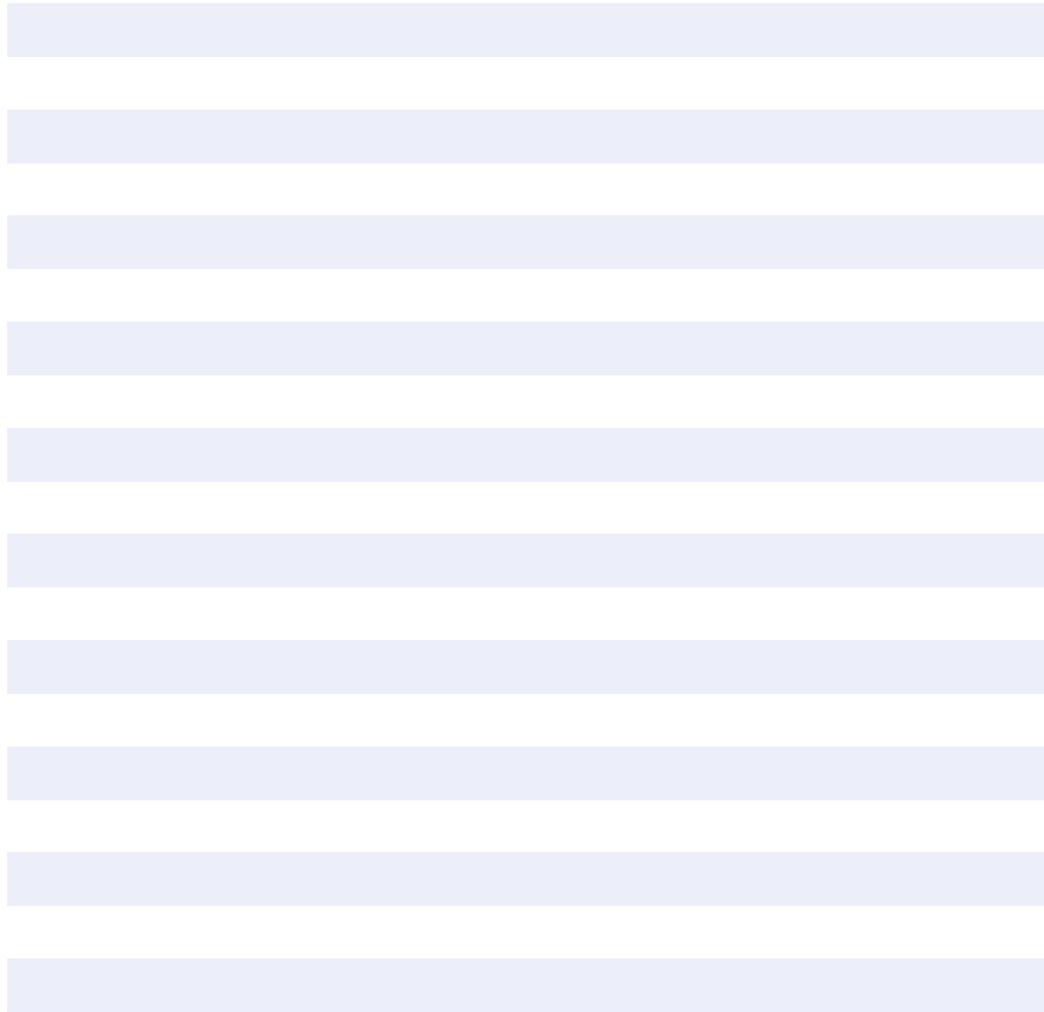
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Wells Fargo & Company	FL	33809		N/A
Allied Interstate LLC	MT	59802	Older American	N/A
Citibank	OK	73142		N/A
Bank of America	NC	28352	Servicemember	N/A
Amex	CA	90019		N/A
Capital One	IL	60172		N/A
JPMorgan Chase & Co.	NJ	07045	Older American	N/A
Fifth Third Financial Corporation	CO	80829		N/A
Wells Fargo & Company	FL	33306		N/A
U.S. Bancorp	OR	97701		N/A
Citibank	VA	20147		N/A
Discover	CA	91740		N/A
Capital One	PA	15131		N/A
Army and Air Force Exchange Service			Servicemember	N/A
Synchrony Financial	TX	75146		N/A
Discover	MD	20782	Older American	N/A
JPMorgan Chase & Co.	OR	97701		N/A
Capital One	GA	31523		N/A
Synchrony Financial	OK	74403		N/A
Citibank	NJ	07675		N/A
Barclays PLC	KS	67501	Servicemember	N/A
Capital One	DE	19709		N/A

Credit Card Complaints

Based on Consumer Complaints

Referral	03/20/2014	Closed with monetary relief	Yes	No
Postal mail	03/20/2014	Closed with non-monetary relief	Yes	No
Phone	03/26/2014	Closed with explanation	Yes	No
Web	03/17/2014	Closed with explanation	Yes	No
Phone	03/20/2014	Closed with explanation	Yes	Yes
Web	03/20/2014	Closed with monetary relief	Yes	No
Web	03/20/2014	Closed with monetary relief	Yes	No
Web	03/20/2014	Closed with monetary relief	Yes	No
Web	03/20/2014	Closed with explanation	Yes	No
Web	03/20/2014	Closed with non-monetary relief	Yes	No
Web	03/03/2014	Closed with explanation	Yes	No
Phone	03/05/2014	Closed with explanation	Yes	No
Web	03/03/2014	Closed with monetary relief	Yes	No
Web	02/27/2014	Closed with explanation	Yes	Yes
Postal mail	02/28/2014	Closed with explanation	Yes	Yes
Phone	02/27/2014	Closed with explanation	Yes	No
Web	03/20/2014	Closed with explanation	Yes	Yes
Web	03/03/2014	Closed with explanation	Yes	No
Web	03/03/2014	Closed with monetary relief	Yes	No
Phone	03/05/2014	Closed with explanation	Yes	Yes
Web	03/03/2014	Closed with explanation	Yes	No
Web	03/04/2014	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

760645

760663

769349

760789

761939

769657

769732

769796

770808

769107

740511

740564

739433

733068

733194

733209

771060

740941

743588

741629

741552

731885

Credit Card Complaints

Based on Consumer Complaints

02/26/2014	Credit card
02/26/2014	Credit card
03/04/2014	Credit card
03/04/2014	Credit card
03/20/2014	Credit card
02/26/2014	Credit card
02/26/2014	Credit card
03/12/2014	Credit card
02/27/2014	Credit card
03/12/2014	Credit card
02/27/2014	Credit card
03/17/2014	Credit card
02/27/2014	Credit card
03/17/2014	Credit card
03/12/2014	Credit card
03/06/2014	Credit card
02/27/2014	Credit card
03/04/2014	Credit card
03/17/2014	Credit card
03/21/2014	Credit card
03/04/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Forbearance / Workout plans

Forbearance / Workout plans

Customer service / Customer relations

Billing disputes

Other

Cash advance

Closing/Cancelling account

Billing disputes

Other

Other

Other fee

Billing disputes

Other

Billing disputes

Other

Closing/Cancelling account

Billing statement

Billing disputes

Closing/Cancelling account

Identity theft / Fraud / Embezzlement

Identity theft / Fraud / Embezzlement

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Synchrony Financial	DE	19709	N/A
Citibank	DE	19709	N/A
Allied Data Corporation	NY	11102	N/A
Capital One	FL	32211	N/A
Barclays PLC	MI	48864	N/A
Capital One	NC	28352	N/A
JPMorgan Chase & Co.	CO	80127	N/A
Capital One	NC	28031	N/A
Synchrony Financial	PA	19342	N/A
TD Bank US Holding Company	MN	55303	N/A
Synchrony Financial	NH	03087	N/A
Bank of America	NJ	07004	N/A
Capital One	MA	02472	N/A
Citibank	NC	28027	N/A
Razor Capital, LLC	NJ	07050	N/A
Continental Finance Company, LLC	CA	92109	N/A
Amex	FL	33606	N/A
Amex	NV	89104	N/A
Amex	NY	11355	N/A
USAA Savings	FL	33772	N/A
Capital One	NC	28352	N/A

Credit Card Complaints

Based on Consumer Complaints

Web	02/28/2014	Closed with explanation	Yes	No
Web	02/27/2014	Closed with explanation	Yes	No
Web	03/04/2014	Closed with explanation	Yes	No
Web	03/04/2014	Closed with explanation	Yes	Yes
Web	03/27/2014	Closed with monetary relief	Yes	No
Referral	03/04/2014	Closed with explanation	Yes	No
Web	02/26/2014	Closed with monetary relief	Yes	No
Referral	03/14/2014	Closed with monetary relief	Yes	No
Web	02/26/2014	Closed with non-monetary relief	Yes	No
Referral	03/14/2014	Closed with explanation	Yes	No
Web	02/27/2014	Closed with monetary relief	Yes	No
Referral	03/20/2014	Closed with explanation	Yes	No
Referral	02/28/2014	Closed with monetary relief	Yes	No
Web	03/17/2014	Closed with explanation	Yes	No
Referral	03/14/2014	Closed with explanation	Yes	No
Referral	03/21/2014	Closed with monetary relief	Yes	No
Web	02/27/2014	Closed with monetary relief	Yes	No
Web	03/04/2014	Closed with monetary relief	Yes	No
Web	03/17/2014	Closed with explanation	Yes	No
Referral	03/27/2014	Closed with explanation	Yes	No
Web	03/26/2014	Closed with non-monetary relief	Yes	Yes

Credit Card Complaints

Based on Consumer Complaints

731886

731887

741362

741770

770651

733641

733697

757790

736175

757718

734682

761309

735777

761339

757541

747927

736509

742243

761422

771446

741518

Credit Card Complaints

Based on Consumer Complaints

02/27/2014	Credit card
03/04/2014	Credit card
03/07/2014	Credit card
03/21/2014	Credit card
02/27/2014	Credit card
03/04/2014	Credit card
03/31/2014	Credit card
03/07/2014	Credit card
03/12/2014	Credit card
03/12/2014	Credit card
02/27/2014	Credit card
03/25/2014	Credit card
02/27/2014	Credit card
03/25/2014	Credit card
03/07/2014	Credit card
03/12/2014	Credit card
03/12/2014	Credit card
03/07/2014	Credit card
03/21/2014	Credit card
03/12/2014	Credit card
03/21/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Billing disputes

Closing/Cancelling account

Credit determination

Other

Billing disputes

Rewards

Other

Balance transfer

Billing disputes

Billing disputes

Credit determination

Customer service / Customer relations

Other

Other

Late fee

Identity theft / Fraud / Embezzlement

Transaction issue

Closing/Cancelling account

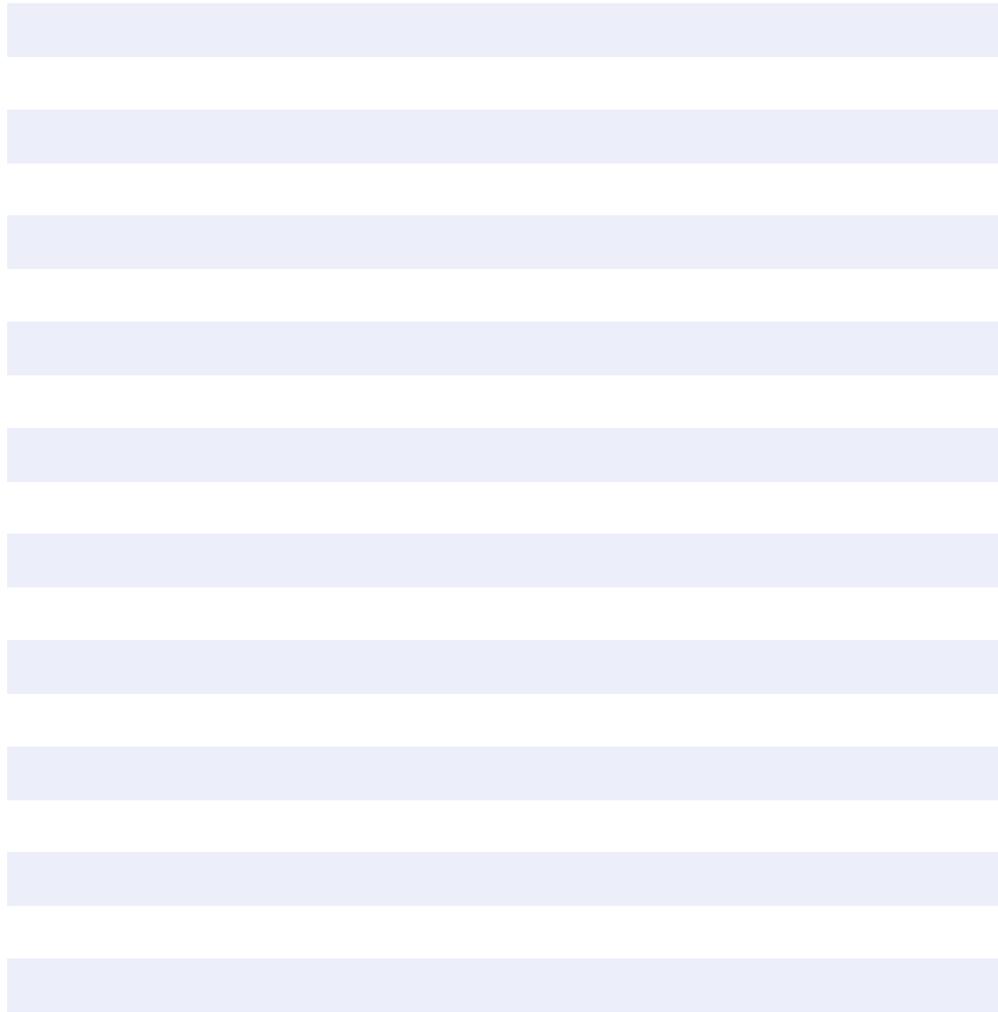
Advertising and marketing

Other

Closing/Cancelling account

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

HSBC North America Holdings Inc.	MI	49045	Servicemember	N/A
JPMorgan Chase & Co.	NJ	08540	Older American	N/A
Bank of America	PA	18324		N/A
Encore Capital Group	OH	45312		N/A
JPMorgan Chase & Co.	CO	80102		N/A
Capital One	NY	10994		N/A
Discover	VA	20148	Servicemember	N/A
Wells Fargo & Company	UT	84109		N/A
Synchrony Financial	FL	32796		N/A
TD Bank US Holding Company	FL	34420		N/A
PNC Bank N.A.	MD	20901		N/A
JPMorgan Chase & Co.	MD	20910		N/A
Bank of America	CO	80026		N/A
Capital One	FL	32955		N/A
Capital One	CA	95531		N/A
Wells Fargo & Company	TX	76051		N/A
Barclays PLC	MD	21230		N/A
Citibank	VA	20190		N/A
Bank of America	SD	57718		N/A
Bank of America	NV	89169		N/A
HSBC North America Holdings Inc.	CT	06612		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	02/27/2014	Closed with explanation	Yes	Yes
Web	03/04/2014	Closed with explanation	Yes	No
Referral	03/10/2014	Closed with explanation	Yes	No
Web	03/27/2014	Closed with explanation	Yes	No
Postal mail	02/28/2014	Closed with explanation	Yes	Yes
Web	03/04/2014	Closed with monetary relief	Yes	No
Web	03/30/2014	Closed with explanation	Yes	No
Web	03/07/2014	Closed with monetary relief	Yes	No
Web	03/12/2014	Closed with explanation	Yes	No
Web	03/18/2014	Closed with monetary relief	Yes	Yes
Postal mail	02/28/2014	Closed with explanation	Yes	Yes
Web	03/25/2014	Closed with explanation	Yes	No
Referral	03/04/2014	Closed with explanation	Yes	Yes
Web	03/25/2014	Closed with non-monetary relief	Yes	No
Referral	03/10/2014	Closed with monetary relief	Yes	No
Referral	03/17/2014	Closed with explanation	Yes	No
Referral	03/17/2014	Closed with explanation	Yes	Yes
Web	03/07/2014	Closed with explanation	Yes	Yes
Web	03/21/2014	Closed with explanation	Yes	No
Postal mail	03/17/2014	Closed with non-monetary relief	Yes	No
Web	03/21/2014	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

736167

742363

748266

771569

736501

742496

786600

748933

755998

762918

735181

777323

736513

777364

750051

759486

760231

750382

771835

762924

771851

Credit Card Complaints

Based on Consumer Complaints

03/13/2014	Credit card
03/21/2014	Credit card
03/17/2014	Credit card
03/17/2014	Credit card
03/12/2014	Credit card
03/12/2014	Credit card
03/17/2014	Credit card
03/07/2014	Credit card
03/18/2014	Credit card
03/12/2014	Credit card
03/18/2014	Credit card
03/31/2014	Credit card
03/12/2014	Credit card
03/26/2014	Credit card
03/21/2014	Credit card
03/21/2014	Credit card
03/13/2014	Credit card
03/31/2014	Credit card
03/18/2014	Credit card
03/21/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Billing disputes

Credit determination

Late fee

Other

Billing disputes

Identity theft / Fraud / Embezzlement

Billing statement

Delinquent account

Customer service / Customer relations

Credit line increase/decrease

Delinquent account

Billing statement

APR or interest rate

Overlimit fee

Credit determination

Unsolicited issuance of credit card

Billing disputes

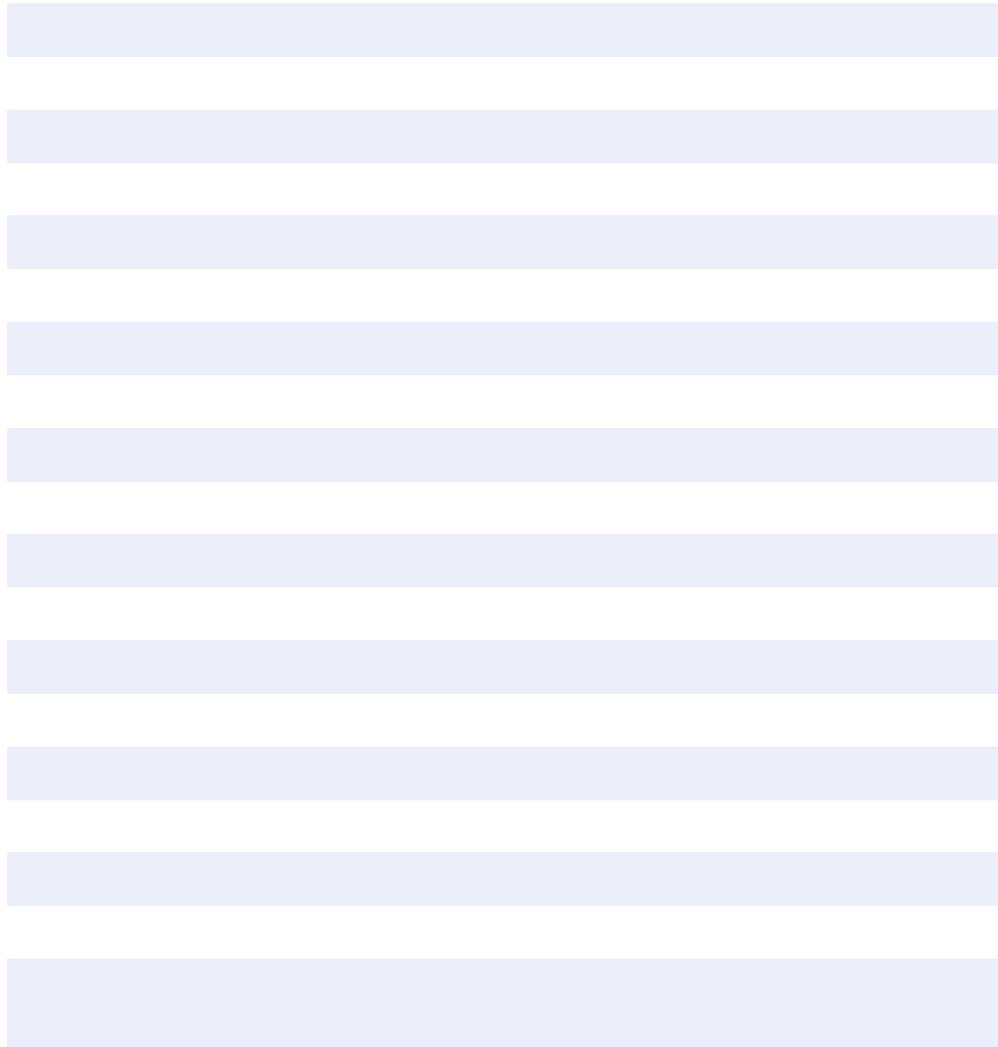
Billing disputes

Sale of account

Billing disputes

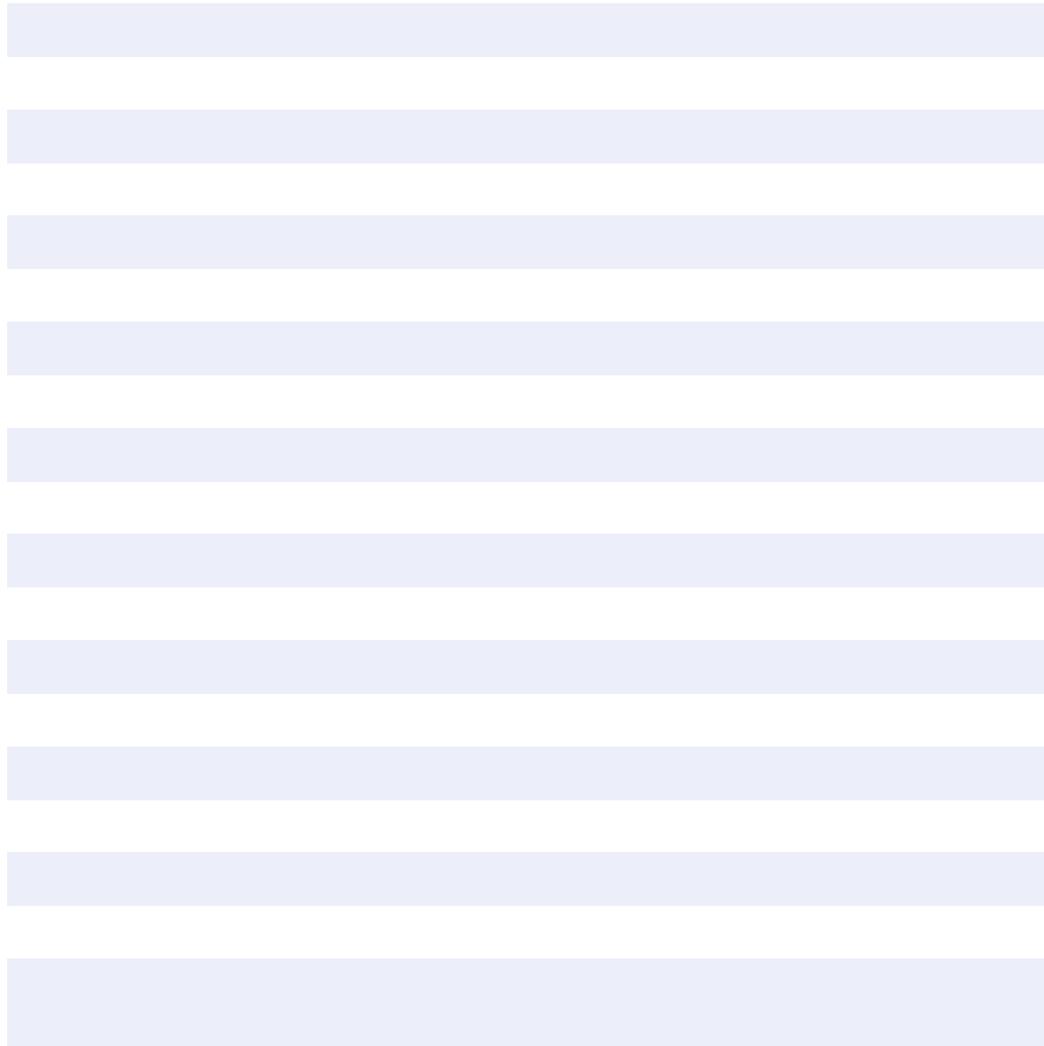
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Barclays PLC	CO	80124		N/A
Amex	CT	06249		N/A
TD Bank US Holding Company	CA	93314		N/A
JPMorgan Chase & Co.	NJ	07848		N/A
Portfolio Recovery Associates, Inc.	MI	48089		N/A
JPMorgan Chase & Co.	NC	28403		N/A
JPMorgan Chase & Co.	NY	14225		N/A
Capital One	TX	76006		N/A
Citibank	IL	60124		N/A
Citibank	NY	10075		N/A
USAA Savings	OH	45424		N/A
Citibank	NV	89139	Older American	N/A
Citibank	KY	40243		N/A
Capital One	GA	30101	Older American	N/A
Barclays PLC	TX	75043	Older American	N/A
Capital One	NC	27101	Older American	N/A
Wells Fargo & Company	GA	30316		N/A
Amex	MA	01028	Older American	N/A
Capital One	NY	12305		N/A
USAA Savings	AR	72513	Older American, Servicemember	N/A

Credit Card Complaints

Based on Consumer Complaints

Web	03/12/2014	Closed with monetary relief	Yes	No
Referral	03/28/2014	Closed with explanation	Yes	Yes
Fax	03/20/2014	Closed with monetary relief	Yes	No
Web	03/17/2014	Closed with explanation	Yes	No
Web	03/17/2014	Closed with explanation	Yes	No
Web	03/12/2014	Closed with explanation	Yes	Yes
Web	03/17/2014	Closed with monetary relief	Yes	No
Web	03/13/2014	Closed with non-monetary relief	Yes	No
Web	03/21/2014	Closed with monetary relief	Yes	No
Referral	03/17/2014	Closed with explanation	Yes	No
Web	03/20/2014	Closed with monetary relief	Yes	No
Phone	04/03/2014	Closed with explanation	Yes	No
Referral	03/17/2014	Closed with explanation	Yes	No
Postal mail	04/01/2014	Closed with monetary relief	Yes	No
Phone	04/15/2014	Closed with non-monetary relief	Yes	No
Referral	03/28/2014	Closed with explanation	Yes	No
Web	03/12/2014	Closed with monetary relief	Yes	No
Phone	04/03/2014	Closed with explanation	Yes	No
Web	03/21/2014	Closed with non-monetary relief	Yes	No
Web	03/21/2014	Closed with monetary relief	Yes	No

Credit Card Complaints

Based on Consumer Complaints

756120

771872

768292

763519

760130

754936

763527

749226

762271

760141

764150

787072

760145

780114

771454

772101

756097

785643

762050

772127

Credit Card Complaints

Based on Consumer Complaints

03/31/2014	Credit card
03/31/2014	Credit card
03/07/2014	Credit card
03/18/2014	Credit card
03/18/2014	Credit card
03/31/2014	Credit card
03/13/2014	Credit card
03/13/2014	Credit card
03/18/2014	Credit card
03/26/2014	Credit card
03/18/2014	Credit card
03/26/2014	Credit card
03/07/2014	Credit card
03/18/2014	Credit card
03/18/2014	Credit card
03/07/2014	Credit card
03/07/2014	Credit card
03/26/2014	Credit card
03/07/2014	Credit card
03/31/2014	Credit card
03/26/2014	Credit card
03/26/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Billing disputes

Payoff process

Other fee

Other

Late fee

Delinquent account

APR or interest rate

Balance transfer

Late fee

Credit determination

Transaction issue

Other

Delinquent account

Closing/Cancelling account

Late fee

Billing statement

Other

Closing/Cancelling account

Rewards

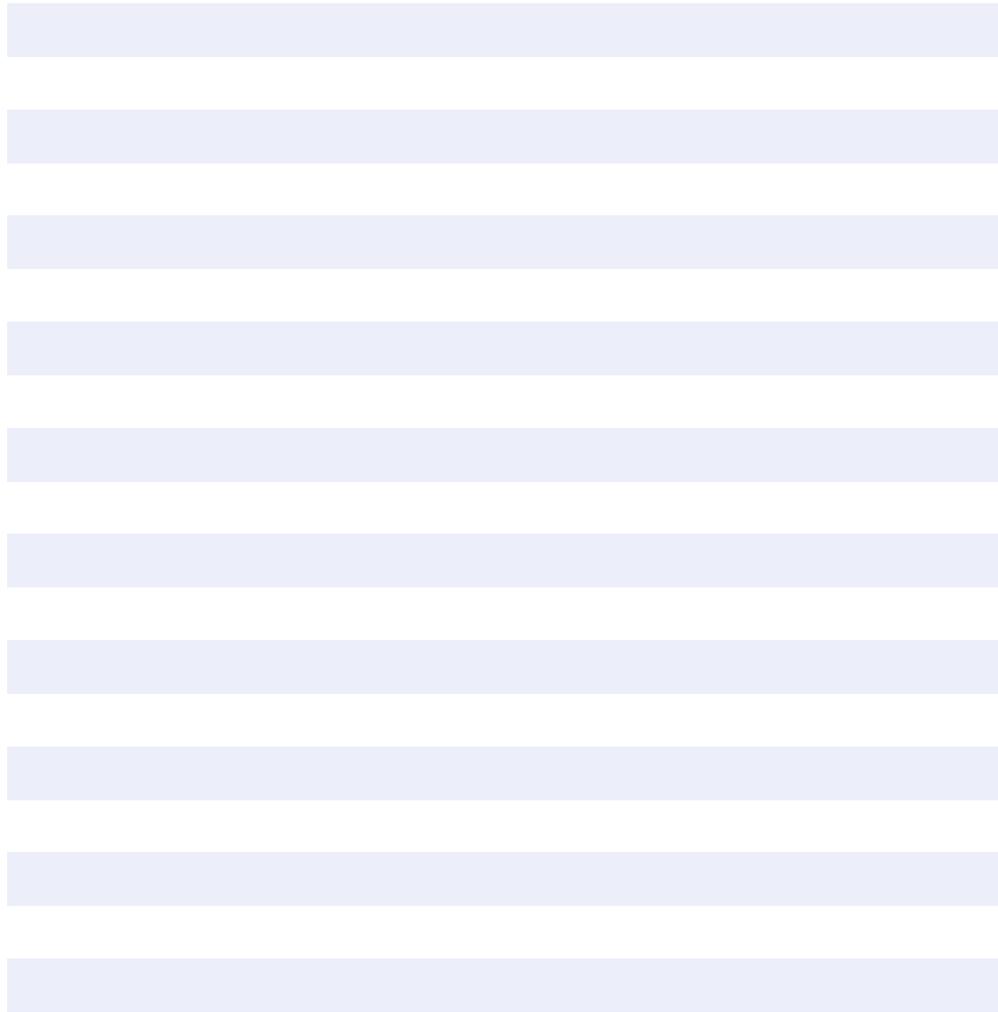
APR or interest rate

Billing disputes

Delinquent account

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	WA	98816		N/A
USAA Savings	NC	27529		N/A
Citibank	IA	50313	Older American	N/A
JPMorgan Chase & Co.	PA	19460		N/A
Amex	MI	48301		N/A
Synchrony Financial	NY	11214		N/A
Citibank	FL	33410	Older American	N/A
JPMorgan Chase & Co.	SC	29115		N/A
Wells Fargo & Company	MD	20852		N/A
JPMorgan Chase & Co.	KY	40204		N/A
Amex	IL	60067		N/A
Capital One	KS	66501	Servicemember	N/A
Bank of America	NY	10032		N/A
Amex	CA	94086		N/A
Citibank	CA	91331	Servicemember	N/A
Capital One	WV	26330		N/A
U.S. Bancorp	MN	55417	Older American	N/A
Capital One	PA	17110		N/A
Citibank	TX	77005		N/A
JPMorgan Chase & Co.	CT	06001		N/A
Wells Fargo & Company	CA	90028	Older American	N/A
JPMorgan Chase & Co.	AL	36532		N/A

Credit Card Complaints

Based on Consumer Complaints

Referral	04/07/2014	Closed with explanation	Yes	No
Referral	04/03/2014	Closed with explanation	Yes	No
Postal mail	03/10/2014	Closed with monetary relief	Yes	No
Web	03/18/2014	Closed with explanation	Yes	No
Web	03/18/2014	Closed with monetary relief	Yes	No
Web	04/03/2014	Closed with explanation	Yes	No
Web	03/13/2014	Closed with non-monetary relief	Yes	No
Web	03/13/2014	Closed with monetary relief	Yes	No
Web	03/18/2014	Closed with explanation	Yes	No
Postal mail	04/01/2014	Closed with explanation	Yes	Yes
Web	03/21/2014	Closed with explanation	Yes	No
Web	03/26/2014	Closed with monetary relief	Yes	No
Referral	03/13/2014	Closed with explanation	Yes	Yes
Web	03/18/2014	Closed with monetary relief	Yes	Yes
Web	03/18/2014	Closed with explanation	Yes	Yes
Referral	03/10/2014	Closed with explanation	Yes	Yes
Web	03/07/2014	Closed with explanation	Yes	No
Phone	03/31/2014	Closed with explanation	Yes	No
Web	03/07/2014	Closed with non-monetary relief	Yes	No
Web	03/31/2014	Closed with explanation	Yes	No
Phone	03/31/2014	Closed with explanation	Yes	No
Web	03/28/2014	Closed with explanation	Yes	Yes

Credit Card Complaints

Based on Consumer Complaints

785672

785674

749409

763777

763779

785776

756195

762047

763839

780005

763887

780409

749579

763961

763969

749635

749669

778779

749794

787349

779132

779218

Credit Card Complaints

Based on Consumer Complaints

03/26/2014	Credit card
03/07/2014	Credit card
03/26/2014	Credit card
03/08/2014	Credit card
03/26/2014	Credit card
03/31/2014	Credit card
03/08/2014	Credit card
04/01/2014	Credit card
03/07/2014	Credit card
03/07/2014	Credit card
03/26/2014	Credit card
03/10/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Identity theft / Fraud / Embezzlement

Closing/Cancelling account

Unsolicited issuance of credit card

Billing disputes

Other fee

Customer service / Customer relations

Billing statement

Billing statement

Billing disputes

Other

Billing disputes

Credit line increase/decrease

Closing/Cancelling account

Identity theft / Fraud / Embezzlement

Billing statement

Customer service / Customer relations

Billing disputes

Billing disputes

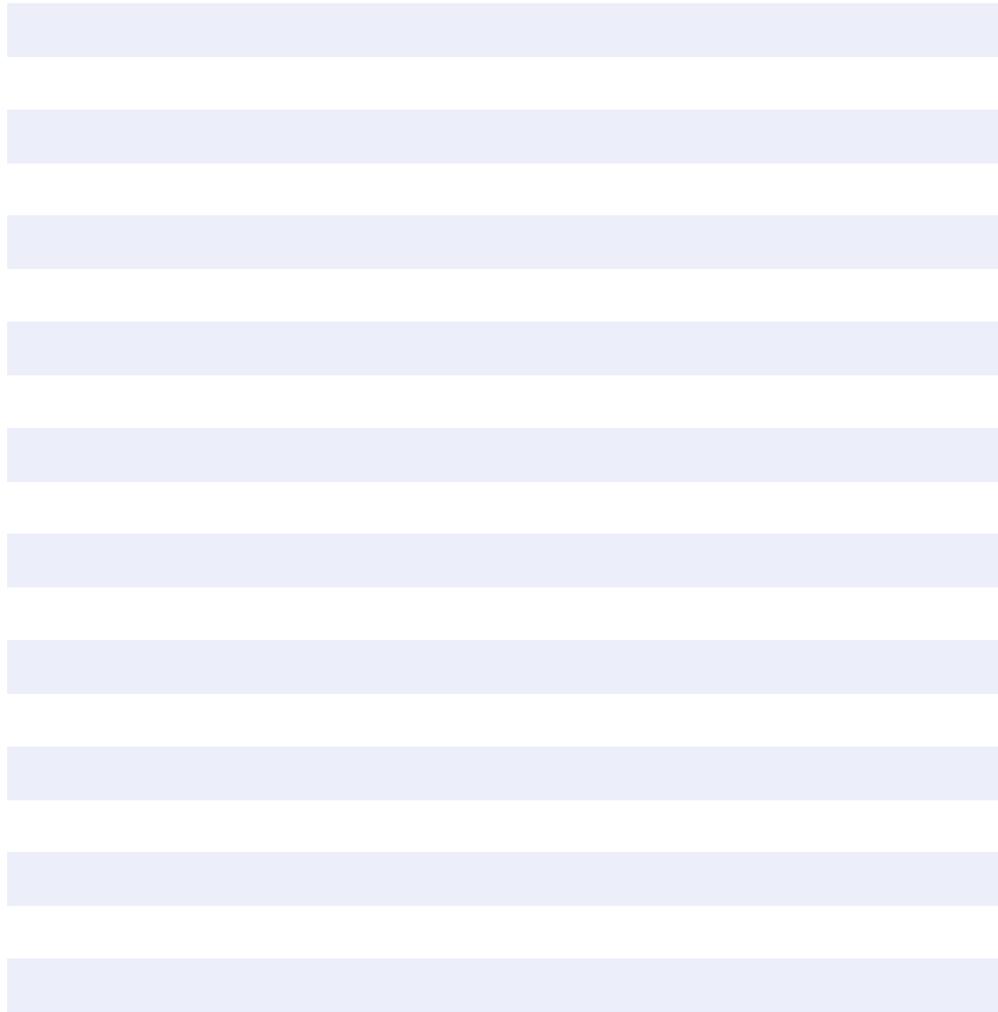
Balance transfer

Closing/Cancelling account

Other

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Discover	NY	14221		N/A
Barclays PLC	VA	23832		N/A
Capital One	LA	70131		N/A
Continental Finance Company, LLC	CA	92056		N/A
JPMorgan Chase & Co.	NJ	08723		N/A
TD Bank US Holding Company	CA	91786		N/A
U.S. Bancorp	CO	80210		N/A
Bank of America	NM	87111		N/A
Synchrony Financial	AZ	85260		N/A
Citibank	CO	80206		N/A
UMB Bank	MO	64114		N/A
Synchrony Financial	CA	92026		N/A
Capital One	AZ	85020	Older American	N/A
Citibank	MD	20874		N/A
Citibank	CO	80246		N/A
Citibank	MD	21122		N/A
PNC Bank N.A.	PA	19146		N/A
Capital One	FL	33306		N/A
Discover	OR	97217	Older American	N/A
Capital One	NY	11362	Older American	N/A
Synchrony Financial	CA	92109	Older American	N/A

Credit Card Complaints

Based on Consumer Complaints

Referral	04/01/2014	Closed with explanation	Yes	No
Web	03/07/2014	Closed with explanation	Yes	No
Postal mail	04/01/2014	Closed with explanation	Yes	No
Web	03/21/2014	Closed with explanation	Yes	No
Web	04/01/2014	Closed with explanation	Yes	No
Referral	04/04/2014	Closed with non-monetary relief	Yes	No
Postal mail	03/11/2014	Closed with explanation	Yes	No
Phone	04/15/2014	Closed with explanation	Yes	No
Web	03/11/2014	Closed with monetary relief	Yes	No
Web	03/10/2014	Closed with explanation	Yes	Yes
Phone	03/31/2014	Closed with monetary relief	Yes	No
Web	03/19/2014	Closed with monetary relief	Yes	No
Web	03/10/2014	Closed with explanation	Yes	No
Web	03/28/2014	Closed with monetary relief	Yes	No
Web	03/11/2014	Closed with explanation	Yes	Yes
Web	03/12/2014	Closed with explanation	Yes	Yes
Referral	03/11/2014	Closed with explanation	Yes	No
Web	03/10/2014	Closed with explanation	Yes	No
Web	03/10/2014	Closed with monetary relief	Yes	No
Web	03/10/2014	Closed with explanation	Yes	Yes
Phone	03/12/2014	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

778194

750119

779347

766243

779143

786499

759860

787367

748240

750315

779683

766948

766593

753670

751810

753675

762658

750733

751086

751197

753705

Credit Card Complaints

Based on Consumer Complaints

03/04/2014	Credit card
03/10/2014	Credit card
03/04/2014	Credit card
03/13/2014	Credit card
03/04/2014	Credit card
03/10/2014	Credit card
03/13/2014	Credit card
03/10/2014	Credit card
03/10/2014	Credit card
03/21/2014	Credit card
03/21/2014	Credit card
03/26/2014	Credit card
03/26/2014	Credit card
03/26/2014	Credit card
03/05/2014	Credit card
03/22/2014	Credit card
03/05/2014	Credit card
03/26/2014	Credit card
03/22/2014	Credit card
03/22/2014	Credit card
03/22/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Billing disputes

Other fee

Transaction issue

Billing disputes

Billing disputes

Billing disputes

Credit line increase/decrease

Unsolicited issuance of credit card

Payoff process

Payoff process

Billing disputes

Other

Other

Other

Other fee

Other

Credit determination

Delinquent account

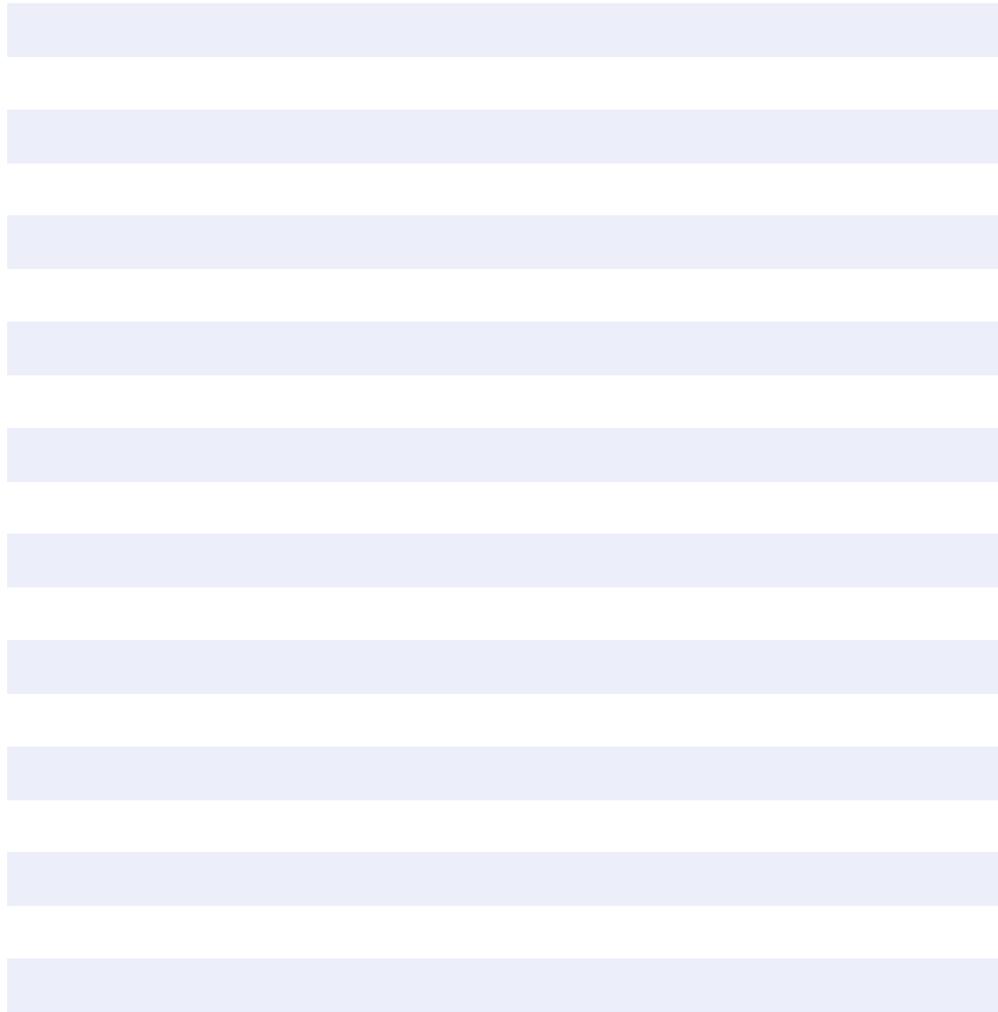
Transaction issue

Other

Identity theft / Fraud / Embezzlement

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

U.S. Bancorp	FL	33306		N/A
Citibank	WA	98121		N/A
Bank of America	MA	02090		N/A
Citibank	NJ	07083		N/A
Synchrony Financial	CA	92115	Older American	N/A
Discover	DE	19713		N/A
Citibank	CA	94606		N/A
Wells Fargo & Company	FL	34667		N/A
Synchrony Financial	OH	43068		N/A
Synchrony Financial	MD	21222		N/A
JPMorgan Chase & Co.	OH	44011		N/A
Barclays PLC	NY	11216		N/A
Citibank	GA	30157		N/A
Wells Fargo & Company	CO	80550		N/A
Capital One	GA	30328		N/A
JPMorgan Chase & Co.	CA	91372		N/A
Synchrony Financial	WA	98520		N/A
Citibank	TX	78264		N/A
Wells Fargo & Company	CA	90274		N/A
Amex	GA	30043		N/A
Barclays PLC	MA	02136		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	03/04/2014	Closed with explanation	Yes	No
Web	03/10/2014	Closed with explanation	Yes	No
Web	03/04/2014	Closed with explanation	Yes	Yes
Phone	03/18/2014	Closed with monetary relief	Yes	No
Web	03/05/2014	Closed with explanation	Yes	No
Web	03/10/2014	Closed with explanation	Yes	No
Web	03/13/2014	Closed with explanation	Yes	No
Phone	03/11/2014	Closed with explanation	Yes	No
Web	03/10/2014	Closed with monetary relief	Yes	No
Referral	03/28/2014	Closed with explanation	Yes	No
Referral	03/28/2014	Closed with explanation	Yes	No
Web	04/04/2014	Closed with non-monetary relief	Yes	No
Referral	04/02/2014	Closed with monetary relief	Yes	No
Referral	04/02/2014	Closed with explanation	Yes	Yes
Web	03/05/2014	Closed with explanation	Yes	No
Web	03/28/2014	Closed with explanation	Yes	No
Postal mail	03/06/2014	Closed with non-monetary relief	Yes	No
Referral	04/02/2014	Closed with explanation	Yes	No
Web	03/22/2014	Closed with non-monetary relief	Yes	No
Web	03/22/2014	Closed with explanation	Yes	No
Web	03/22/2014	Closed with monetary relief	Yes	No

Credit Card Complaints

Based on Consumer Complaints

742022

762690

743931

762089

743042

752297

756703

759923

759926

772594

772596

778148

779807

779808

744204

773274

744177

779831

773293

773300

773471

Credit Card Complaints

Based on Consumer Complaints

03/22/2014	Credit card
03/13/2014	Credit card
03/13/2014	Credit card
03/18/2014	Credit card
03/22/2014	Credit card
03/05/2014	Credit card
03/05/2014	Credit card
03/13/2014	Credit card
03/05/2014	Credit card
03/22/2014	Credit card
03/13/2014	Credit card
03/27/2014	Credit card
03/11/2014	Credit card
03/05/2014	Credit card
03/23/2014	Credit card
04/22/2014	Credit card
03/13/2014	Credit card
03/14/2014	Credit card
03/24/2014	Credit card
03/05/2014	Credit card
03/05/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Billing disputes

Billing disputes

Billing disputes

Identity theft / Fraud / Embezzlement

Delinquent account

Customer service / Customer relations

Credit determination

Customer service / Customer relations

Other

Identity theft / Fraud / Embezzlement

Late fee

Closing/Cancelling account

Privacy

Overlimit fee

Late fee

Other

Transaction issue

Other

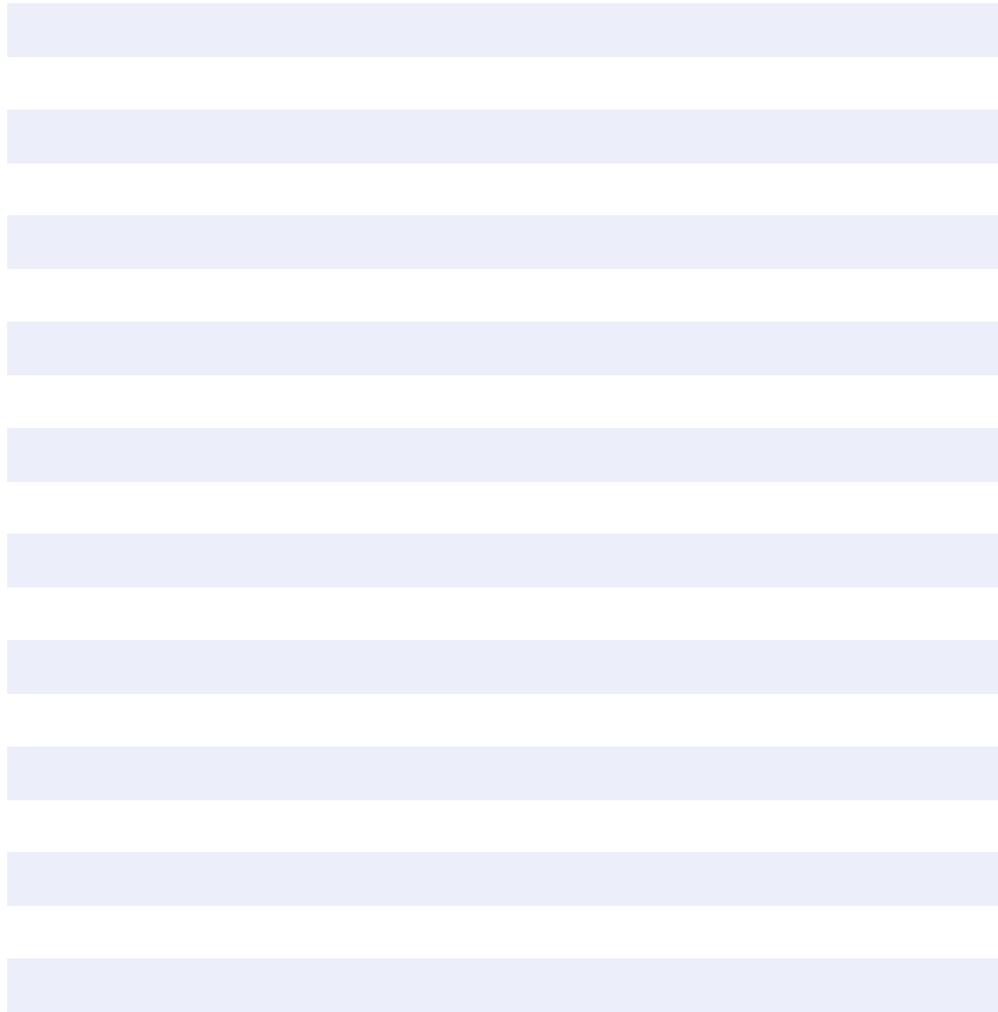
APR or interest rate

APR or interest rate

Billing disputes

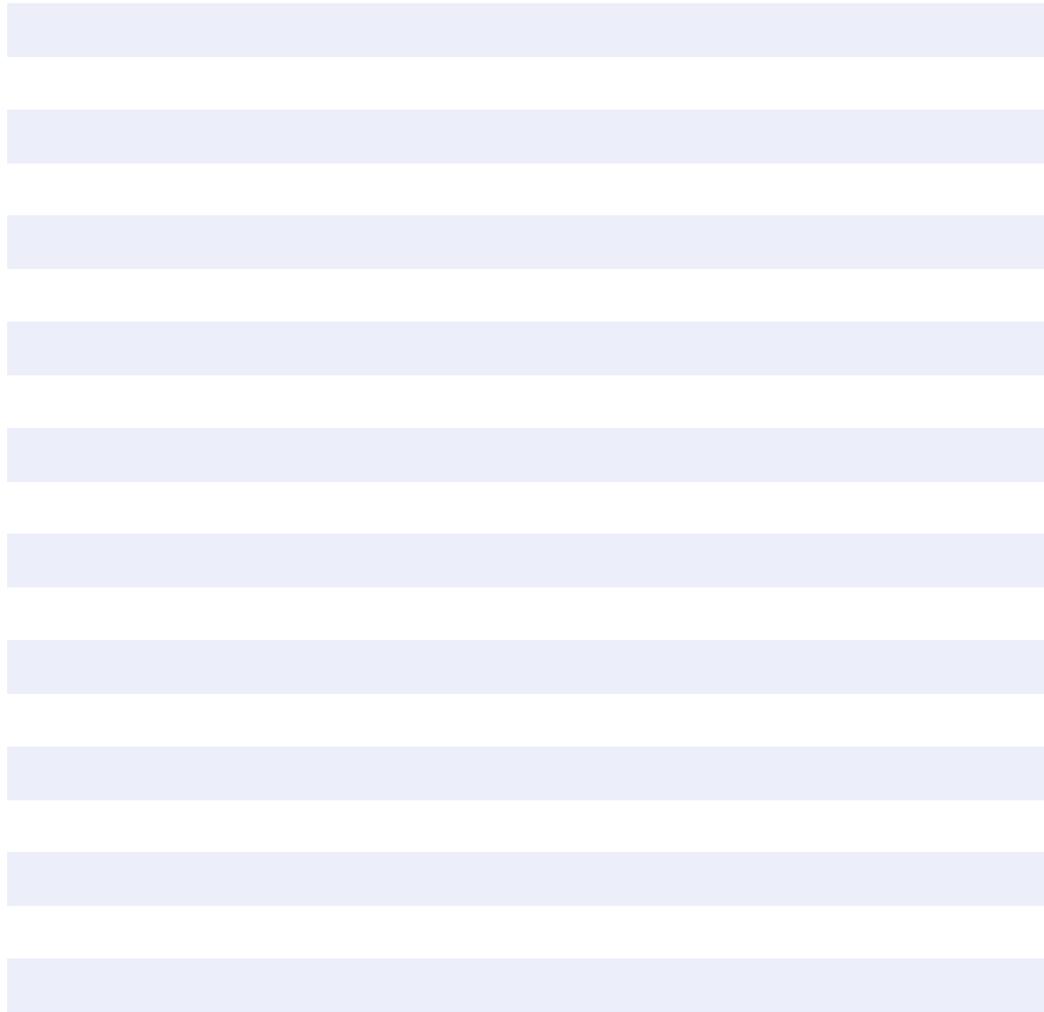
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Amex	NY	10038		N/A
Capital One	CT	06076		N/A
JPMorgan Chase & Co.	CT	06076		N/A
Bank of America	TX	78613		N/A
Bank of America	CA	92065		N/A
SunTrust Banks, Inc.	TN	38117		N/A
Citibank	TX	78758		N/A
Citibank	IA	52732	Older American	N/A
Amex	NJ	07746	Older American	N/A
Amex	FL	34711		N/A
Citibank	OH	45247		N/A
TD Bank US Holding Company	TX	78729		N/A
Discover	NY	11238		N/A
U.S. Bancorp	CA	90015		N/A
Synchrony Financial	CA	95035		N/A
Bank of America	IL	60634		N/A
Amex	NV	89130		N/A
Synchrony Financial	OH	43082		N/A
JPMorgan Chase & Co.	MS	38701		N/A
Amex	DE	19966		N/A
Barclays PLC	FL	32780		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	03/28/2014	Closed with explanation	Yes	No
Web	04/07/2014	Closed with explanation	Yes	No
Web	04/07/2014	Closed with explanation	Yes	No
Web	03/21/2014	Closed with explanation	Yes	No
Web	03/28/2014	Closed with explanation	Yes	No
Postal mail	03/06/2014	Closed with explanation	Yes	Yes
Web	03/05/2014	Closed with monetary relief	Yes	No
Web	03/13/2014	Closed with non-monetary relief	Yes	No
Web	03/05/2014	Closed with explanation	Yes	Yes
Web	03/31/2014	Closed with explanation	Yes	No
Web	03/13/2014	Closed with monetary relief	Yes	No
Web	04/07/2014	Closed with explanation	Yes	No
Web	03/10/2014	Closed with explanation	Yes	Yes
Fax	03/06/2014	Closed with explanation	Yes	Yes
Web	03/22/2014	Closed with explanation	Yes	No
Web	04/24/2014	Closed with explanation	Yes	No
Web	03/13/2014	Closed with explanation	Yes	No
Web	03/14/2014	Closed with monetary relief	Yes	No
Web	03/23/2014	Closed with explanation	Yes	No
Postal mail	03/07/2014	Closed with explanation	Yes	Yes
Web	03/05/2014	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

773476

767470

767471

764190

773297

744266

744278

763219

744312

773429

757919

782136

752365

745928

773555

819553

757936

763233

773837

744545

744565

Credit Card Complaints

Based on Consumer Complaints

03/24/2014	Credit card
03/24/2014	Credit card
03/18/2014	Credit card
03/24/2014	Credit card
03/18/2014	Credit card
03/05/2014	Credit card
03/05/2014	Credit card
03/14/2014	Credit card
03/27/2014	Credit card
03/18/2014	Credit card
03/27/2014	Credit card
03/05/2014	Credit card
03/05/2014	Credit card
04/01/2014	Credit card
04/01/2014	Credit card
03/18/2014	Credit card
03/27/2014	Credit card
03/05/2014	Credit card
03/27/2014	Credit card
04/17/2014	Credit card
03/18/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Identity theft / Fraud / Embezzlement

Unsolicited issuance of credit card

Customer service / Customer relations

Advertising and marketing

Delinquent account

Identity theft / Fraud / Embezzlement

Late fee

Rewards

Delinquent account

Other

Credit card protection / Debt protection

Bankruptcy

Billing disputes

Closing/Cancelling account

Billing disputes

Advertising and marketing

Credit determination

Credit line increase/decrease

Billing disputes

Advertising and marketing

Other

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Synchrony Financial	CA	94523		N/A
Citibank	DE	19701		N/A
Synchrony Financial	MI	48240		N/A
JPMorgan Chase & Co.	VA	22182		N/A
Capital One	CO	80916	Servicemember	N/A
Wells Fargo & Company	CA	90220		N/A
Wells Fargo & Company	OH	44111		N/A
Wells Fargo & Company	CA	90222		N/A
Synchrony Financial	AL	35645	Servicemember	N/A
PayPal Holdings, Inc.	ME	04073		N/A
Citibank	IL	60441		N/A
JPMorgan Chase & Co.	CO	80526		N/A
Capital One	FL	32224		N/A
Wells Fargo & Company	LA	70068		N/A
TD Bank US Holding Company	NY	11219	Older American	N/A
U.S. Bancorp	IL	60640		N/A
Synchrony Financial	PR	00095		N/A
U.S. Bancorp	CA	94541		N/A
Citibank	PA	17042		N/A
Capital One	CA	91764		N/A
Barclays PLC	TX	75051		N/A

Credit Card Complaints

Based on Consumer Complaints

Referral	03/31/2014	Closed with monetary relief	Yes	No
Phone	03/31/2014	Closed with non-monetary relief	Yes	No
Web	03/21/2014	Closed with explanation	Yes	No
Web	03/24/2014	Closed with explanation	Yes	Yes
Web	03/18/2014	Closed with non-monetary relief	Yes	No
Referral	03/07/2014	Closed with explanation	Yes	No
Referral	03/18/2014	Closed with monetary relief	Yes	No
Postal mail	03/21/2014	Closed with explanation	Yes	No
Web	03/27/2014	Closed with non-monetary relief	Yes	No
Web	03/18/2014	Closed with explanation	Yes	No
Web	03/27/2014	Closed with monetary relief	Yes	No
Web	03/05/2014	Closed with explanation	Yes	No
Web	03/05/2014	Closed with explanation	Yes	No
Web	04/01/2014	Closed with explanation	Yes	No
Postal mail	04/04/2014	Closed	Yes	No
Web	03/18/2014	Closed with explanation	Yes	No
Referral	04/10/2014	Closed with explanation	Yes	No
Web	03/05/2014	Closed with explanation	Yes	No
Web	04/02/2014	Closed with monetary relief	Yes	No
Postal mail	05/07/2014	Closed with explanation	Yes	No
Web	03/24/2014	Closed with explanation	Yes	Yes

Credit Card Complaints

Based on Consumer Complaints

774194

773904

762121

773920

764539

744746

744748

760236

780966

764597

781056

744949

744903

787640

787649

768484

781173

745076

781250

814295

762163

Credit Card Complaints

Based on Consumer Complaints

03/27/2014	Credit card
03/18/2014	Credit card
03/24/2014	Credit card
03/27/2014	Credit card
03/18/2014	Credit card
04/07/2014	Credit card
03/27/2014	Credit card
03/18/2014	Credit card
03/27/2014	Credit card
03/24/2014	Credit card
04/01/2014	Credit card
03/19/2014	Credit card
04/01/2014	Credit card
03/25/2014	Credit card
03/24/2014	Credit card
04/01/2014	Credit card
03/24/2014	Credit card
04/02/2014	Credit card
03/27/2014	Credit card
03/19/2014	Credit card
04/01/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Other

Credit card protection / Debt protection

Other fee

Billing disputes

Delinquent account

Customer service / Customer relations

Customer service / Customer relations

APR or interest rate

Identity theft / Fraud / Embezzlement

Transaction issue

Identity theft / Fraud / Embezzlement

Customer service / Customer relations

Other

Other

Payoff process

Other fee

Closing/Cancelling account

Billing disputes

Balance transfer

Overlimit fee

Billing disputes

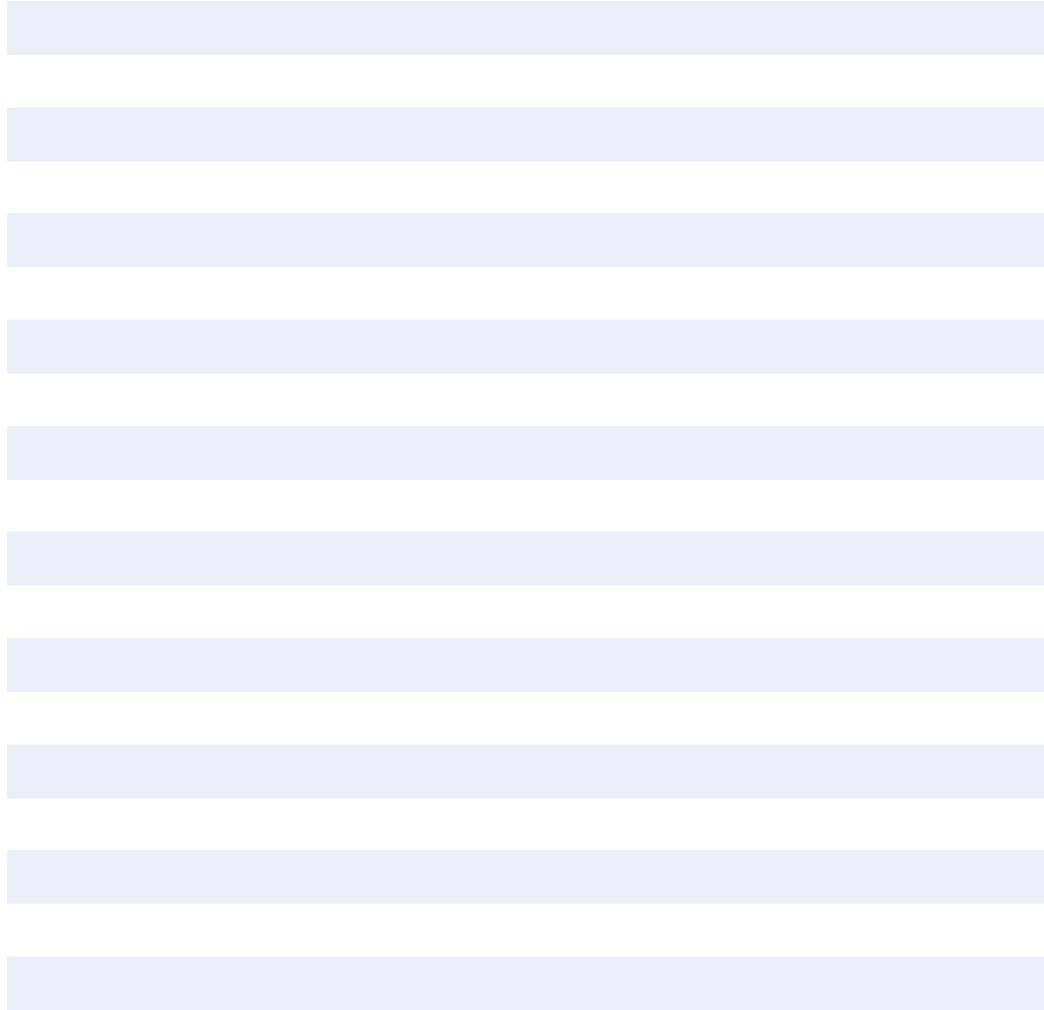
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Synchrony Financial	OH	44310		N/A
Citibank	NJ	08005		N/A
Citibank	NJ	08534		N/A
U.S. Bancorp	OH	43081	Older American	N/A
Capital One	IL	60130		N/A
Capital One	TX	76262		N/A
JPMorgan Chase & Co.	LA	70761		N/A
TD Bank US Holding Company	NY	11784		N/A
JPMorgan Chase & Co.	NC	27357		N/A
TD Bank US Holding Company	OH	44131	Older American	N/A
Capital One	TX	75457		N/A
Wells Fargo & Company	CA	93433		N/A
Citibank	CA	90026		N/A
Citibank	NJ	08312		N/A
JPMorgan Chase & Co.	VI	00824	Older American	N/A
Bank of America	IL	60618	Older American	N/A
Capital One	MI	48030		N/A
Citibank	WI	53191		N/A
JPMorgan Chase & Co.	FL	32566	Servicemember	N/A
Capital One	IA	50265		N/A
Citibank	RI	02840		N/A

Credit Card Complaints

Based on Consumer Complaints

Phone	03/31/2014	Closed with explanation	Yes	No
Web	03/26/2014	Closed with monetary relief	Yes	Yes
Referral	03/31/2014	Closed with monetary relief	Yes	Yes
Phone	03/31/2014	Closed with explanation	Yes	No
Web	03/26/2014	Closed with explanation	Yes	No
Web	04/07/2014	Closed with explanation	Yes	No
Phone	03/31/2014	Closed with explanation	Yes	No
Web	03/24/2014	Closed with explanation	Yes	No
Web	03/27/2014	Closed with explanation	Yes	No
Phone	03/31/2014	Closed with explanation	Yes	Yes
Referral	04/04/2014	Closed with monetary relief	Yes	No
Web	03/18/2014	Closed with non-monetary relief	Yes	Yes
Web	04/01/2014	Closed with non-monetary relief	Yes	No
Web	03/25/2014	Closed with explanation	Yes	No
Web	03/24/2014	Closed with explanation	Yes	No
Referral	04/04/2014	Closed with explanation	Yes	No
Postal mail	03/31/2014	Closed with explanation	Yes	No
Web	04/02/2014	Closed with monetary relief	Yes	No
Web	03/27/2014	Closed with monetary relief	Yes	No
Web	03/19/2014	Closed with explanation	Yes	No
Phone	04/04/2014	Closed with explanation	Yes	Yes

Credit Card Complaints

Based on Consumer Complaints

781328

764950

775915

781359

764957

796863

781355

764978

781404

775462

787901

768608

787955

776274

774516

788915

775518

790068

781610

768791

788175

Credit Card Complaints

Based on Consumer Complaints

03/27/2014	Credit card
03/19/2014	Credit card
03/19/2014	Credit card
04/01/2014	Credit card
04/01/2014	Credit card
04/01/2014	Credit card
03/27/2014	Credit card
04/01/2014	Credit card
04/01/2014	Credit card
04/01/2014	Credit card
04/02/2014	Credit card
04/02/2014	Credit card
04/02/2014	Credit card
04/05/2014	Credit card
04/05/2014	Credit card
04/05/2014	Credit card
04/02/2014	Credit card
04/06/2014	Credit card
04/02/2014	Credit card
04/02/2014	Credit card
04/07/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

APR or interest rate

APR or interest rate

Billing disputes

Billing statement

Advertising and marketing

Billing disputes

Other fee

Other

Billing disputes

Identity theft / Fraud / Embezzlement

Billing disputes

Identity theft / Fraud / Embezzlement

Delinquent account

Forbearance / Workout plans

Identity theft / Fraud / Embezzlement

Closing/Cancelling account

Advertising and marketing

Rewards

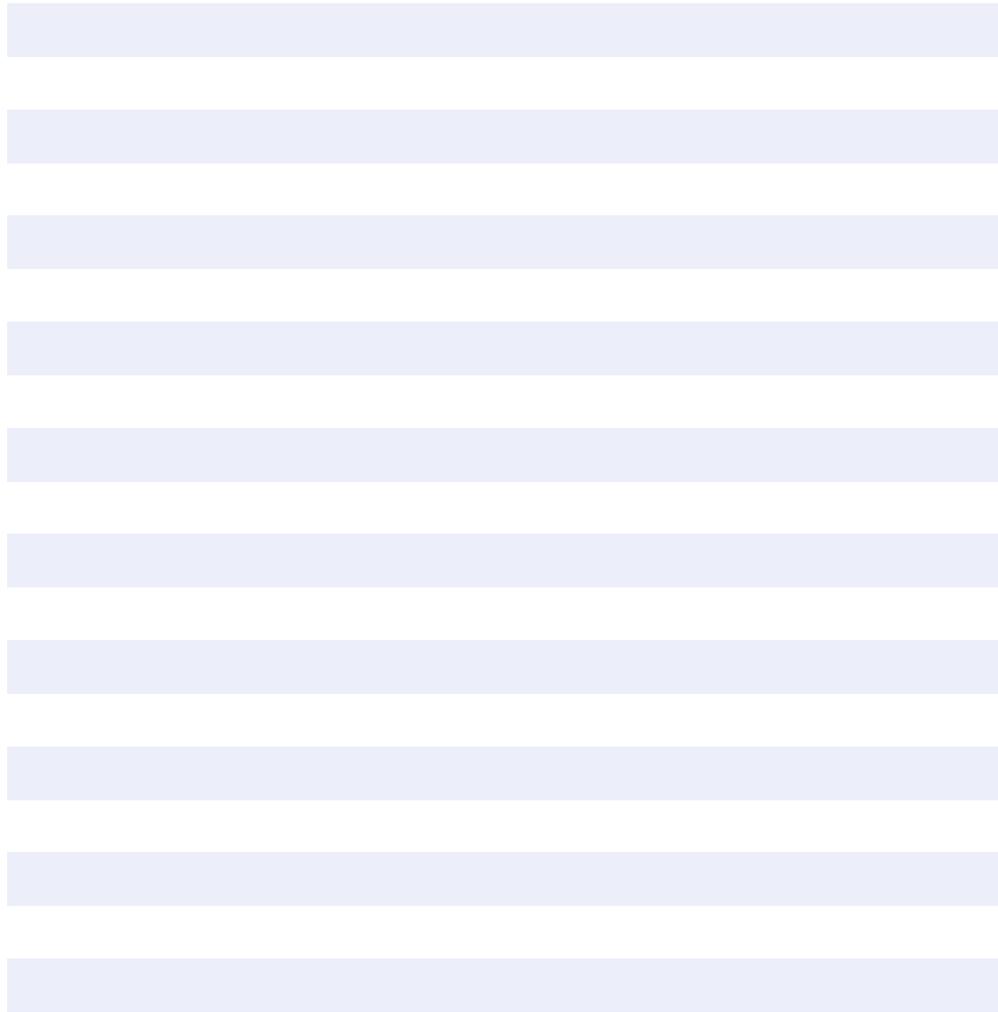
Credit line increase/decrease

Transaction issue

Billing disputes

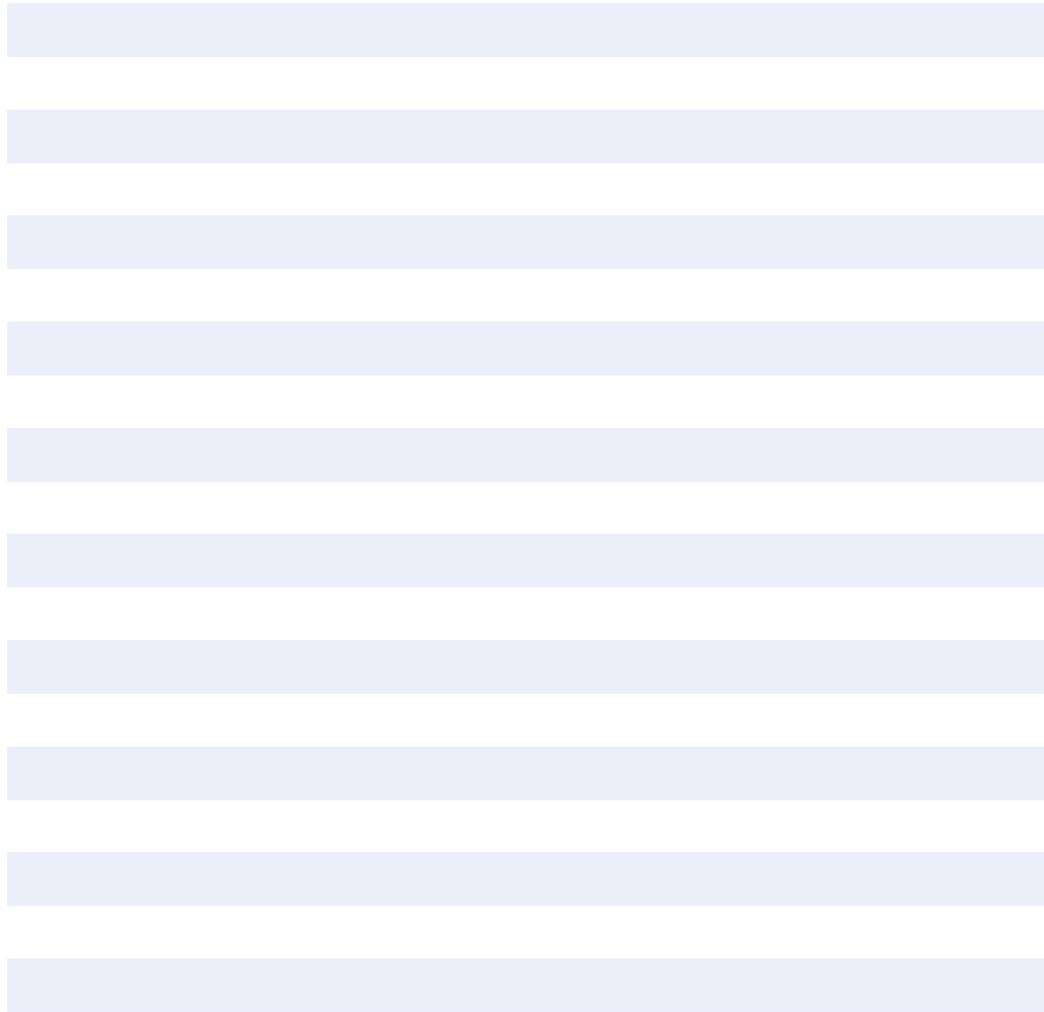
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Citibank	MN	55114		N/A
Barclays PLC	FL	34950		N/A
Bank of America	NJ	08210	Older American	N/A
JPMorgan Chase & Co.	NY	11233		N/A
Capital One	AZ	85716		N/A
Citibank	FL	33172		N/A
Wells Fargo & Company	IL	60610		N/A
TD Bank US Holding Company	TX	77083		N/A
JPMorgan Chase & Co.	CA	92649		N/A
Synchrony Financial	CA	94564		N/A
Amex	PA	17603		N/A
Citibank	WA	99011	Servicemember	N/A
Capital One	PA	18444		N/A
Citibank	OH	45102		N/A
Barclays PLC	NY	10038		N/A
Citibank	CA	90027		N/A
Capital One	MS	38701		N/A
JPMorgan Chase & Co.	NY	10128		N/A
Discover	NY	10522		N/A
Wells Fargo & Company	NC	28081		N/A
Capital One	IL	60201		N/A

Credit Card Complaints

Based on Consumer Complaints

Referral	04/02/2014	Closed with monetary relief	Yes	No
Postal mail	03/24/2014	Closed with explanation	Yes	Yes
Web	03/26/2014	Closed with explanation	Yes	No
Referral	04/04/2014	Closed with explanation	Yes	No
Web	04/01/2014	Closed with non-monetary relief	Yes	No
Web	04/02/2014	Closed with monetary relief	Yes	No
Web	03/27/2014	Closed with monetary relief	Yes	Yes
Web	04/04/2014	Closed with non-monetary relief	Yes	No
Web	04/01/2014	Closed with explanation	Yes	No
Web	04/08/2014	Closed with non-monetary relief	Yes	No
Web	04/04/2014	Closed with non-monetary relief	Yes	Yes
Web	04/01/2014	Closed with monetary relief	Yes	No
Web	04/02/2014	Closed with explanation	Yes	Yes
Web	04/04/2014	Closed with explanation	Yes	No
Web	04/09/2014	Closed with explanation	Yes	No
Web	04/05/2014	Closed with explanation	Yes	No
Fax	04/15/2014	Closed with non-monetary relief	Yes	No
Web	04/06/2014	Closed with non-monetary relief	Yes	No
Web	04/02/2014	Closed with explanation	Yes	No
Referral	04/07/2014	Closed with explanation	Yes	No
Web	04/09/2014	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

782167

768848

766086

788762

788289

788306

780538

788549

787283

788668

791112

789443

789495

795189

795196

795442

789716

795981

789941

789951

796179

Credit Card Complaints

Based on Consumer Complaints

04/07/2014	Credit card
04/07/2014	Credit card
03/24/2014	Credit card
03/24/2014	Credit card
03/24/2014	Credit card
04/07/2014	Credit card
04/17/2014	Credit card
03/24/2014	Credit card
04/07/2014	Credit card
04/17/2014	Credit card
04/17/2014	Credit card
04/17/2014	Credit card
04/07/2014	Credit card
04/17/2014	Credit card
04/17/2014	Credit card
03/25/2014	Credit card
03/25/2014	Credit card
04/07/2014	Credit card
04/07/2014	Credit card
03/25/2014	Credit card
04/17/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

APR or interest rate

Identity theft / Fraud / Embezzlement

Billing disputes

Other fee

Late fee

Billing disputes

Delinquent account

Closing/Cancelling account

Billing disputes

Billing disputes

Late fee

Application processing delay

Credit determination

Other

Balance transfer

Unsolicited issuance of credit card

Other

Identity theft / Fraud / Embezzlement

Credit determination

Billing disputes

Other

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Discover	NJ	07070	Older American	N/A
Capital One	IL	60634		N/A
JPMorgan Chase & Co.	CA	90017		N/A
Bank of America	WA	98368		N/A
TD Bank US Holding Company	FL	33436	Older American	N/A
Synchrony Financial	NY	11368		N/A
JPMorgan Chase & Co.	OH	44319		N/A
JPMorgan Chase & Co.	AZ	85373		N/A
Citibank	PA	15217		N/A
Synchrony Financial	OR	97701		N/A
Bank of America	CA	94549		N/A
JPMorgan Chase & Co.	NY	10552		N/A
Citibank	OK	73142		N/A
Citizens Financial Group, Inc.	FL	32507		N/A
Discover	NJ	07003		N/A
Capital One	FL	33813		N/A
U.S. Bancorp	NV	89130	Older American	N/A
Barclays PLC	TX	75043		N/A
Citizens Financial Group, Inc.	NY	13108		N/A
Discover	NY	10462	Older American	N/A
Bank of America	PA	19018		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	04/07/2014	Closed with monetary relief	Yes	No
Phone	04/09/2014	Closed with monetary relief	Yes	No
Phone	03/31/2014	Closed with monetary relief	Yes	Yes
Referral	03/31/2014	Closed with monetary relief	Yes	No
Web	04/01/2014	Closed with non-monetary relief	Yes	No
Phone	04/09/2014	Closed with non-monetary relief	Yes	No
Web	04/16/2014	Closed with explanation	Yes	No
Web	03/24/2014	Closed with explanation	Yes	No
Referral	04/09/2014	Closed with explanation	Yes	Yes
Web	04/17/2014	Closed with explanation	Yes	No
Web	04/17/2014	Closed with monetary relief	Yes	No
Web	04/17/2014	Closed with explanation	Yes	No
Phone	04/09/2014	Closed with explanation	Yes	Yes
Postal mail	04/22/2014	Closed with explanation	Yes	No
Web	04/21/2014	Closed with explanation	Yes	No
Web	03/24/2014	Closed with explanation	Yes	No
Web	03/27/2014	Closed with explanation	Yes	No
Phone	04/10/2014	Closed with monetary relief	Yes	No
Web	04/14/2014	Closed with explanation	Yes	No
Web	03/25/2014	Closed with monetary relief	Yes	No
Web	04/17/2014	Closed with explanation	Yes	Yes

Credit Card Complaints

Based on Consumer Complaints

796199

796228

774842

775382

774906

796422

812604

775095

796599

812922

812956

812601

795812

812999

813024

778081

775989

796929

797009

778079

813323

Credit Card Complaints

Based on Consumer Complaints

04/17/2014	Credit card
04/02/2014	Credit card
04/02/2014	Credit card
04/02/2014	Credit card
03/25/2014	Credit card
04/02/2014	Credit card
04/02/2014	Credit card
04/11/2014	Credit card
03/25/2014	Credit card
04/17/2014	Credit card
04/02/2014	Credit card
03/25/2014	Credit card
03/28/2014	Credit card
04/02/2014	Credit card
04/11/2014	Credit card
03/25/2014	Credit card
03/28/2014	Credit card
03/28/2014	Credit card
04/11/2014	Credit card
04/17/2014	Credit card
04/02/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Billing disputes

Billing disputes

Billing disputes

Billing disputes

Billing disputes

Identity theft / Fraud / Embezzlement

APR or interest rate

Transaction issue

APR or interest rate

Customer service / Customer relations

Billing disputes

Identity theft / Fraud / Embezzlement

Other

Other

Customer service / Customer relations

Billing disputes

Billing disputes

Convenience checks

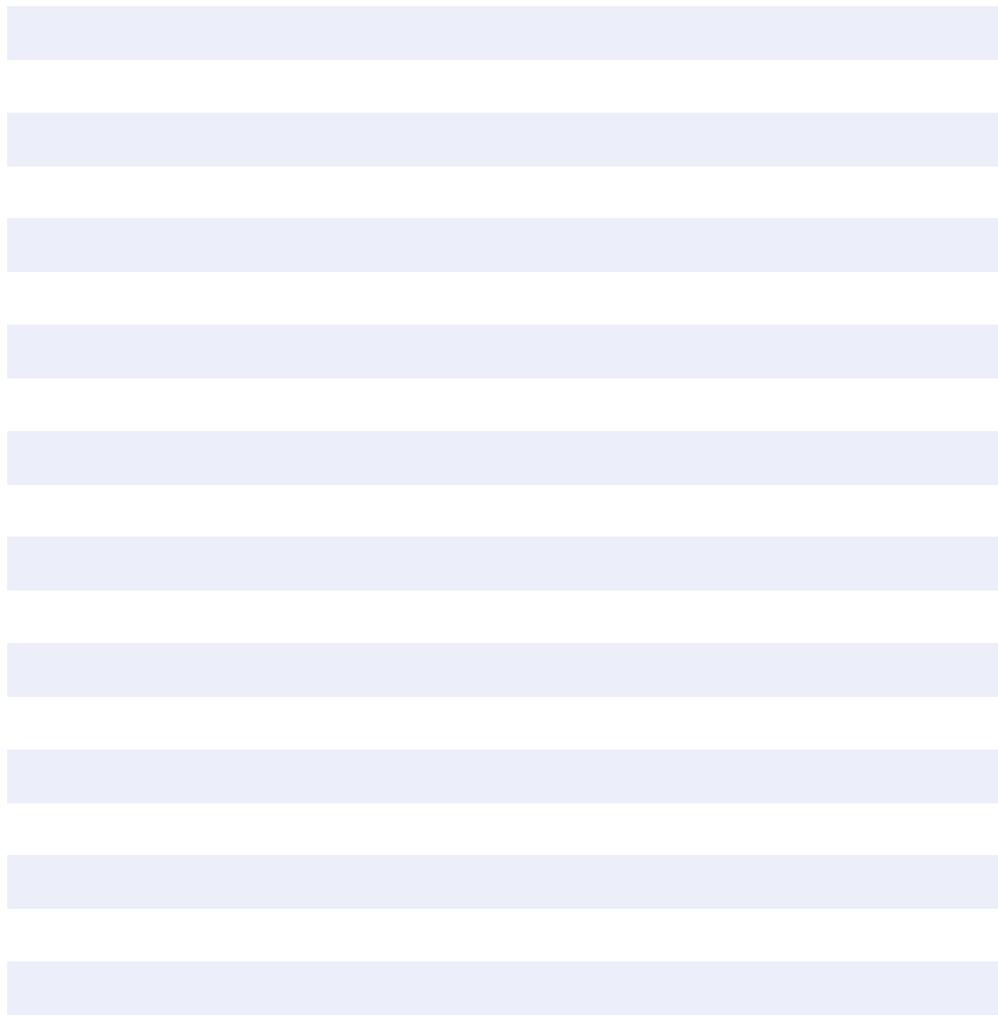
Identity theft / Fraud / Embezzlement

Billing disputes

Identity theft / Fraud / Embezzlement

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Citibank	IL	60093		N/A
Citibank	TX	78251		N/A
Discover	MA	01851	Servicemember	N/A
Synovus Bank	TX	75051		N/A
JPMorgan Chase & Co.	NC	27869		N/A
Discover	PA	19063		N/A
First National Bank of Omaha	CA	95521		N/A
Citibank	SC	29045		N/A
Capital One	TN	37922		N/A
Wells Fargo & Company	FL	32462		N/A
U.S. Bancorp	CA	92251		N/A
Capital One	MS	39284		N/A
Capital One	CO	80906		N/A
Citibank	MA	01970	Older American	N/A
Capital One	IL	61883		N/A
TD Bank US Holding Company	PA	19008		N/A
Citibank	LA	70814		N/A
USAA Savings	MI	48321	Servicemember	N/A
Synchrony Financial	AZ	85281		N/A
Bank of America	IL	60134		N/A
Fifth Third Financial Corporation	GA	30534		N/A

Credit Card Complaints

Based on Consumer Complaints

Referral	04/22/2014	Closed with monetary relief	Yes	No
Web	04/02/2014	Closed with non-monetary relief	Yes	No
Phone	04/07/2014	Closed with monetary relief	Yes	No
Postal mail	04/17/2014	Closed with explanation	Yes	Yes
Referral	04/07/2014	Closed with explanation	Yes	No
Web	04/07/2014	Closed with explanation	Yes	No
Web	04/16/2014	Closed with explanation	Yes	No
Postal mail	04/16/2014	Closed with monetary relief	Yes	Yes
Phone	03/31/2014	Closed with explanation	Yes	No
Phone	04/22/2014	Closed with explanation	Yes	No
Referral	04/07/2014	Closed with monetary relief	Yes	No
Web	03/25/2014	Closed with explanation	Yes	No
Web	03/27/2014	Closed with monetary relief	Yes	Yes
Phone	04/07/2014	Closed with explanation	Yes	No
Referral	04/16/2014	Closed with non-monetary relief	Yes	No
Web	03/25/2014	Closed with monetary relief	Yes	No
Web	03/28/2014	Closed with explanation	Yes	Yes
Phone	04/03/2014	Closed with monetary relief	Yes	No
Referral	04/16/2014	Closed with non-monetary relief	Yes	No
Web	04/23/2014	Closed with monetary relief	Yes	No
Web	04/02/2014	Closed with monetary relief	Yes	No

Credit Card Complaints

Based on Consumer Complaints

813333

789994

790018

789220

776362

790079

791142

805039

776569

813631

791693

776626

782796

790350

805138

776674

784551

782844

805129

813771

790444

Credit Card Complaints

Based on Consumer Complaints

03/28/2014	Credit card
04/11/2014	Credit card
04/17/2014	Credit card
04/17/2014	Credit card
03/25/2014	Credit card
04/08/2014	Credit card
03/25/2014	Credit card
04/02/2014	Credit card
04/02/2014	Credit card
03/28/2014	Credit card
04/17/2014	Credit card
04/11/2014	Credit card
03/28/2014	Credit card
04/23/2014	Credit card
04/23/2014	Credit card
04/28/2014	Credit card
04/11/2014	Credit card
03/25/2014	Credit card
04/08/2014	Credit card
04/08/2014	Credit card
04/03/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Billing disputes

Late fee

Billing disputes

Credit card protection / Debt protection

Sale of account

Advertising and marketing

Sale of account

Other

APR or interest rate

Bankruptcy

Billing disputes

Billing disputes

Other

Customer service / Customer relations

Rewards

Billing disputes

Other

Billing disputes

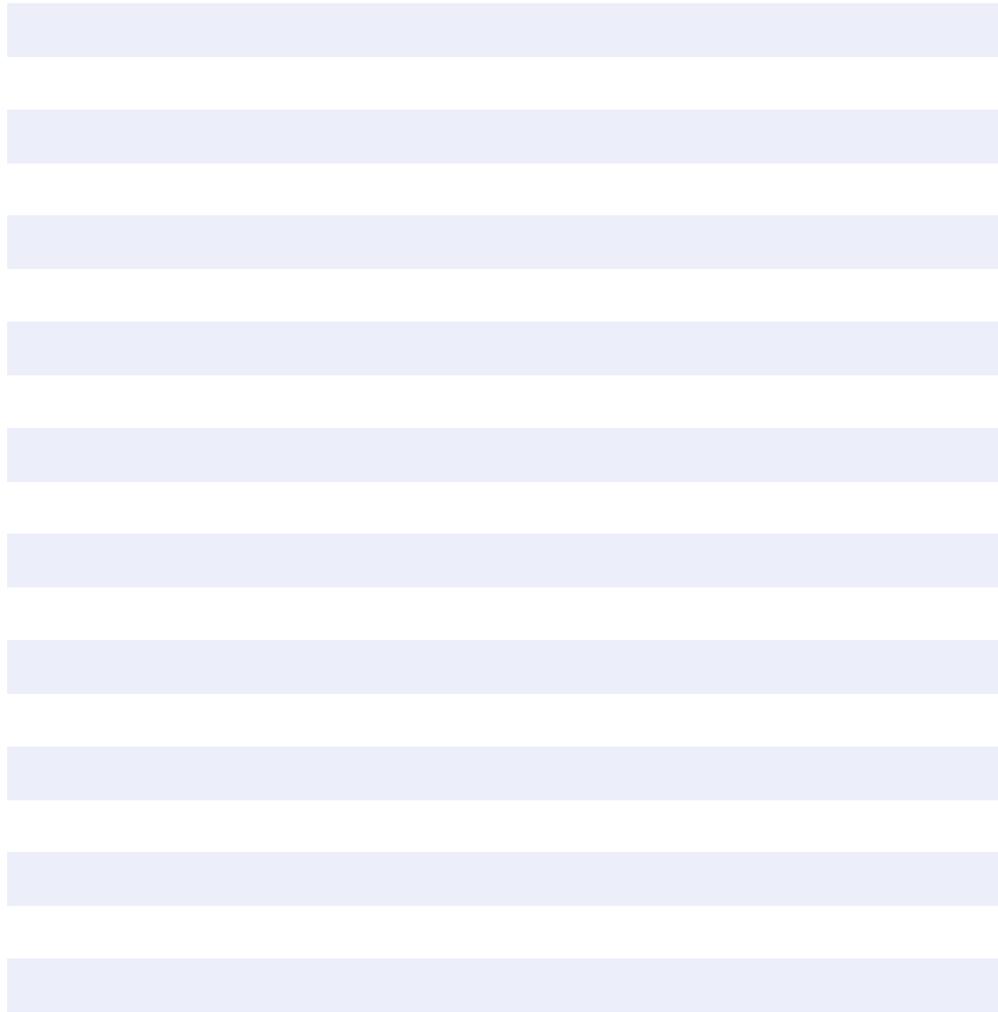
Billing disputes

Transaction issue

Transaction issue

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

State Farm Bank	FL	33707		N/A
Bank of America	CA	91773	Older American	N/A
Citibank	NJ	08028	Older American	N/A
Citibank	NY	10312		N/A
JPMorgan Chase & Co.	TX	76112		N/A
Wells Fargo & Company	FL	33196		N/A
Citibank	TX	76112		N/A
JPMorgan Chase & Co.	WI	53017		N/A
Wells Fargo & Company	MD	21617		N/A
JPMorgan Chase & Co.	MD	20706		N/A
Capital One	NY	10012		N/A
Discover	OH	45231	Older American	N/A
Capital One	AZ	85365		N/A
Synchrony Financial	NY	10039		N/A
Barclays PLC	MN	56628		N/A
Capital One	NY	11779		N/A
JPMorgan Chase & Co.	FL	34746		N/A
Charles Schwab Bank	CO	80129		N/A
Synchrony Financial	FL	34638		N/A
Citibank	WI	53208		N/A
Wells Fargo & Company	CA	90274		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	03/28/2014	Closed with explanation	Yes	No
Phone	04/16/2014	Closed with explanation	Yes	No
Web	04/23/2014	Closed with monetary relief	Yes	No
Web	04/17/2014	Closed with monetary relief	Yes	No
Phone	03/31/2014	Closed with explanation	Yes	No
Web	04/07/2014	Closed with explanation	Yes	Yes
Phone	03/31/2014	Closed with monetary relief	Yes	No
Referral	04/07/2014	Closed with explanation	Yes	No
Referral	04/07/2014	Closed with monetary relief	Yes	No
Web	03/28/2014	Closed with explanation	Yes	No
Web	04/17/2014	Closed with explanation	Yes	No
Postal mail	04/16/2014	Closed with monetary relief	Yes	No
Web	03/28/2014	Closed with explanation	Yes	No
Referral	04/28/2014	Closed with explanation	Yes	No
Referral	05/12/2014	Closed with explanation	Yes	Yes
Web	04/29/2014	Closed with monetary relief	Yes	No
Web	04/11/2014	Closed with explanation	Yes	No
Web	03/25/2014	Closed with explanation	Yes	No
Web	04/10/2014	Closed with explanation	Yes	No
Web	04/08/2014	Closed with explanation	Yes	No
Web	04/07/2014	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

782882

805218

813887

813903

776799

799677

776800

791143

790693

784240

814603

804268

783222

821902

820791

829324

805480

777058

799688

798491

791400

Credit Card Complaints

Based on Consumer Complaints

03/25/2014	Credit card
03/28/2014	Credit card
04/03/2014	Credit card
04/18/2014	Credit card
04/08/2014	Credit card
04/11/2014	Credit card
03/29/2014	Credit card
04/03/2014	Credit card
04/28/2014	Credit card
04/28/2014	Credit card
03/28/2014	Credit card
04/28/2014	Credit card
04/08/2014	Credit card
04/03/2014	Credit card
04/28/2014	Credit card
03/28/2014	Credit card
04/28/2014	Credit card
04/28/2014	Credit card
04/12/2014	Credit card
04/12/2014	Credit card
04/23/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Billing disputes

Late fee

Closing/Cancelling account

Advertising and marketing

Advertising and marketing

Customer service / Customer relations

Other

Closing/Cancelling account

Late fee

Credit card protection / Debt protection

Other

Billing disputes

Closing/Cancelling account

APR or interest rate

Privacy

Identity theft / Fraud / Embezzlement

Advertising and marketing

Closing/Cancelling account

Customer service / Customer relations

Closing/Cancelling account

Other

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Synchrony Financial	AZ	85616	Older American	N/A
Amex	MA	01545		N/A
Citibank	FL	33179		N/A
Capital One	FL	33511		N/A
Amex	MA	01821	Older American	N/A
Continental Finance Company, LLC	OR	97013	Older American	N/A
Synchrony Financial	PA	16057		N/A
Synchrony Financial	MS	39157		N/A
Synchrony Financial	NJ	07432		N/A
Wells Fargo & Company	CA	95502		N/A
Citibank	PA	18466		N/A
Synchrony Financial	OH	43220		N/A
First National Bank of Omaha	LA	71457		N/A
Synchrony Financial	MD	21207		N/A
Synchrony Financial	NJ	08724		N/A
Amex	FL	33029	Older American	N/A
Amex	CA	90017		N/A
Capital One	FL	32750		N/A
Bank of America	OR	97214		N/A
Amex	FL	32095		N/A
JPMorgan Chase & Co.	HI	96790	Older American	N/A

Credit Card Complaints

Based on Consumer Complaints

Phone	04/01/2014	Closed with monetary relief	Yes	No
Web	03/28/2014	Closed with explanation	Yes	No
Web	04/07/2014	Closed with monetary relief	Yes	No
Web	04/17/2014	Closed with non-monetary relief	Yes	No
Phone	04/09/2014	Closed with explanation	Yes	No
Web	04/16/2014	Closed with monetary relief	Yes	No
Web	03/28/2014	Closed with explanation	Yes	No
Referral	05/14/2014	Closed with explanation	Yes	No
Referral	04/30/2014	Closed with explanation	Yes	No
Web	04/28/2014	Closed with explanation	Yes	No
Web	04/03/2014	Closed with monetary relief	Yes	No
Web	04/28/2014	Closed with explanation	Yes	No
Phone	04/10/2014	Closed with explanation	Yes	No
Referral	04/08/2014	Closed with monetary relief	Yes	No
Referral	04/30/2014	Closed with explanation	Yes	No
Web	03/28/2014	Closed with explanation	Yes	No
Web	04/28/2014	Closed with explanation	Yes	Yes
Referral	04/30/2014	Closed with explanation	Yes	No
Web	04/12/2014	Closed with monetary relief	Yes	No
Web	04/12/2014	Closed with non-monetary relief	Yes	No
Web	04/23/2014	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

776920

783334

791420

814901

798537

805632

784648

792747

827823

827827

784590

827861

798776

791631

827919

783624

827986

829762

806366

806198

821561

Credit Card Complaints

Based on Consumer Complaints

04/28/2014	Credit card
04/12/2014	Credit card
04/08/2014	Credit card
04/13/2014	Credit card
04/28/2014	Credit card
04/28/2014	Credit card
04/13/2014	Credit card
04/08/2014	Credit card
04/28/2014	Credit card
04/14/2014	Credit card
04/28/2014	Credit card
04/03/2014	Credit card
04/09/2014	Credit card
04/03/2014	Credit card
03/28/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Credit card protection / Debt protection

Credit determination

Cash advance fee

APR or interest rate

Credit determination

Credit card protection / Debt protection

Transaction issue

Credit determination

Billing disputes

Billing disputes

Delinquent account

Billing disputes

Billing disputes

Billing disputes

Balance transfer

Other

Closing/Cancelling account

Rewards

Closing/Cancelling account

Rewards

Transaction issue

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Synchrony Financial	NJ	08096		N/A
Citibank	TX	76205		N/A
JPMorgan Chase & Co.	TX	77479		N/A
Synchrony Financial	CA	95076		N/A
Citibank	KS	66061		N/A
Bank of America	GA	31008		N/A
Pentagon FCU	VA	24060		N/A
Synchrony Financial	NJ	07840		N/A
Synchrony Financial	NJ	07059		N/A
Capital One	UT	84088		N/A
HSBC North America Holdings Inc.	FL	33069		N/A
Synchrony Financial	NJ	08068		N/A
Barclays PLC	MD	21128		N/A
Synchrony Financial	NJ	08820		N/A
Citibank	MI	48382	Older American	N/A
Wells Fargo & Company	VA	23322		N/A
Wells Fargo & Company	TX	78704		N/A
Amex	NY	11530		N/A
Bank of America	CA	91401		N/A
Amex	NJ	08701		N/A
Wells Fargo & Company	FL	33441	Older American	N/A

Credit Card Complaints

Based on Consumer Complaints

Referral	04/30/2014	Closed with explanation	Yes	No
Web	04/12/2014	Closed with explanation	Yes	Yes
Web	04/10/2014	Closed with monetary relief	Yes	Yes
Web	04/16/2014	Closed with explanation	Yes	No
Web	04/12/2014	Closed with monetary relief	Yes	No
Web	04/12/2014	Closed with non-monetary relief	Yes	Yes
Web	04/13/2014	Closed with non-monetary relief	Yes	No
Referral	04/29/2014	Closed with explanation	Yes	No
Referral	04/30/2014	Closed with explanation	Yes	No
Web	04/13/2014	Closed with explanation	Yes	No
Web	04/10/2014	Closed with explanation	Yes	Yes
Referral	04/30/2014	Closed with explanation	Yes	No
Web	04/17/2014	Closed with monetary relief	Yes	No
Referral	04/30/2014	Closed with explanation	Yes	No
Phone	04/09/2014	Closed with non-monetary relief	Yes	No
Referral	04/11/2014	Closed with explanation	Yes	No
Referral	04/10/2014	Closed with explanation	Yes	Yes
Referral	04/10/2014	Closed with explanation	Yes	No
Referral	04/10/2014	Closed with explanation	Yes	No
Fax	04/09/2014	Closed with explanation	Yes	Yes
Web	03/28/2014	Closed with explanation	Yes	Yes

Credit Card Complaints

Based on Consumer Complaints

828056

806210

798970

806527

806506

806537

806560

829400

828162

806623

798900

828204

806880

828228

791879

800848

793415

793420

791946

792963

784021

Credit Card Complaints

Based on Consumer Complaints

03/28/2014	Credit card
04/28/2014	Credit card
03/28/2014	Credit card
04/14/2014	Credit card
04/28/2014	Credit card
04/08/2014	Credit card
04/03/2014	Credit card
04/23/2014	Credit card
04/28/2014	Credit card
04/28/2014	Credit card
03/29/2014	Credit card
04/03/2014	Credit card
04/28/2014	Credit card
03/29/2014	Credit card
04/22/2014	Credit card
04/28/2014	Credit card
04/28/2014	Credit card
04/14/2014	Credit card
04/28/2014	Credit card
03/30/2014	Credit card
04/22/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Late fee

Credit card protection / Debt protection

Identity theft / Fraud / Embezzlement

Balance transfer

Closing/Cancelling account

Billing disputes

Other

Delinquent account

Delinquent account

Other

Identity theft / Fraud / Embezzlement

Other

Identity theft / Fraud / Embezzlement

Billing disputes

Billing disputes

Identity theft / Fraud / Embezzlement

Rewards

Application processing delay

APR or interest rate

APR or interest rate

Billing statement

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Santander Bank US	MA	02719		N/A
Synchrony Financial	NJ	07853		N/A
JPMorgan Chase & Co.	CA	94510		N/A
Citibank	IL	60548		N/A
Synchrony Financial	NC	28730		N/A
Bank of America	CO	80227		N/A
Capital One	MD	20744	Older American	N/A
Citibank				N/A
Synchrony Financial	NJ	08094		N/A
Capital One	FL	34230		N/A
Amex				N/A
Bank of America	MD	20744	Older American	N/A
U.S. Bancorp	CA	90404		N/A
Citibank	CA	90049		N/A
Amex	CT	06002		N/A
Synchrony Financial	NJ	07080		N/A
JPMorgan Chase & Co.	CA	90048		N/A
Synchrony Financial	WI	54942		N/A
Synchrony Financial	NJ	08201		N/A
Synchrony Financial	CA	92677		N/A
Citibank	MD	21782		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	03/30/2014	Closed	Yes	No
Referral	04/30/2014	Closed with explanation	Yes	No
Web	04/03/2014	Closed with explanation	Yes	Yes
Web	04/14/2014	Closed with explanation	Yes	No
Postal mail	04/30/2014	Closed with explanation	Yes	No
Web	04/08/2014	Closed with explanation	Yes	No
Web	04/03/2014	Closed with non-monetary relief	Yes	No
Web	04/23/2014	Closed with explanation	Yes	No
Referral	04/30/2014	Closed with explanation	Yes	Yes
Fax	06/12/2014	Closed with explanation	Yes	No
Web	03/30/2014	Closed with monetary relief	Yes	No
Web	04/03/2014	Closed with explanation	Yes	Yes
Web	04/28/2014	Closed with explanation	Yes	No
Web	03/29/2014	Closed with explanation	Yes	Yes
Referral	04/24/2014	Closed with explanation	Yes	No
Referral	05/01/2014	Closed with explanation	Yes	No
Web	04/28/2014	Closed with explanation	Yes	No
Referral	04/17/2014	Closed with non-monetary relief	Yes	No
Referral	05/01/2014	Closed with explanation	Yes	No
Web	03/30/2014	Closed with explanation	Yes	Yes
Postal mail	04/25/2014	Closed with explanation	Yes	Yes

Credit Card Complaints

Based on Consumer Complaints

784066

828413

784140

807144

828493

799535

792019

821922

828572

829433

784767

792020

829499

784818

819700

828638

829523

806748

828669

785018

820241

Credit Card Complaints

Based on Consumer Complaints

04/10/2014	Credit card
04/29/2014	Credit card
04/14/2014	Credit card
04/14/2014	Credit card
04/29/2014	Credit card
03/30/2014	Credit card
04/14/2014	Credit card
04/23/2014	Credit card
04/23/2014	Credit card
04/23/2014	Credit card
04/15/2014	Credit card
04/15/2014	Credit card
04/23/2014	Credit card
04/15/2014	Credit card
04/23/2014	Credit card
04/23/2014	Credit card
04/23/2014	Credit card
04/15/2014	Credit card
04/15/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Billing disputes

Delinquent account

Sale of account

Transaction issue

Closing/Cancelling account

Credit line increase/decrease

Credit card protection / Debt protection

Unsolicited issuance of credit card

Billing disputes

Credit line increase/decrease

Credit determination

Other

Billing disputes

Late fee

APR or interest rate

Credit line increase/decrease

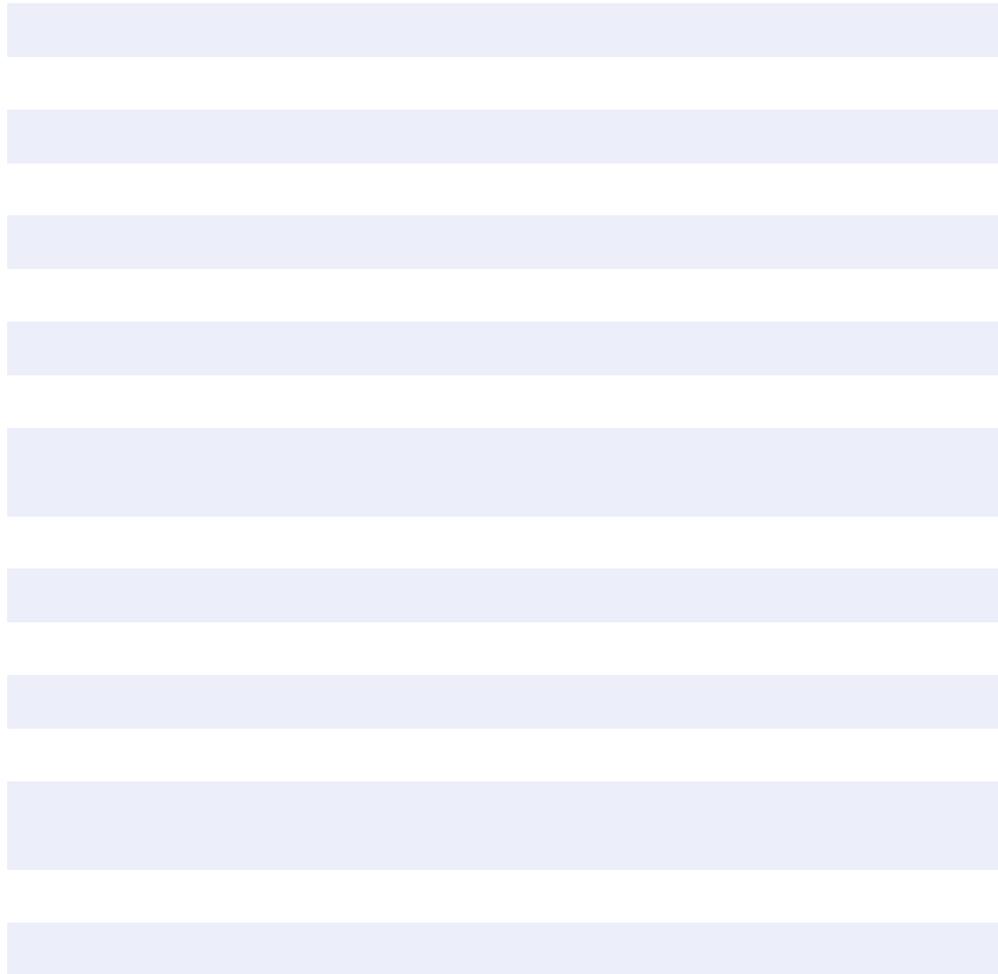
Late fee

Payoff process

Billing disputes

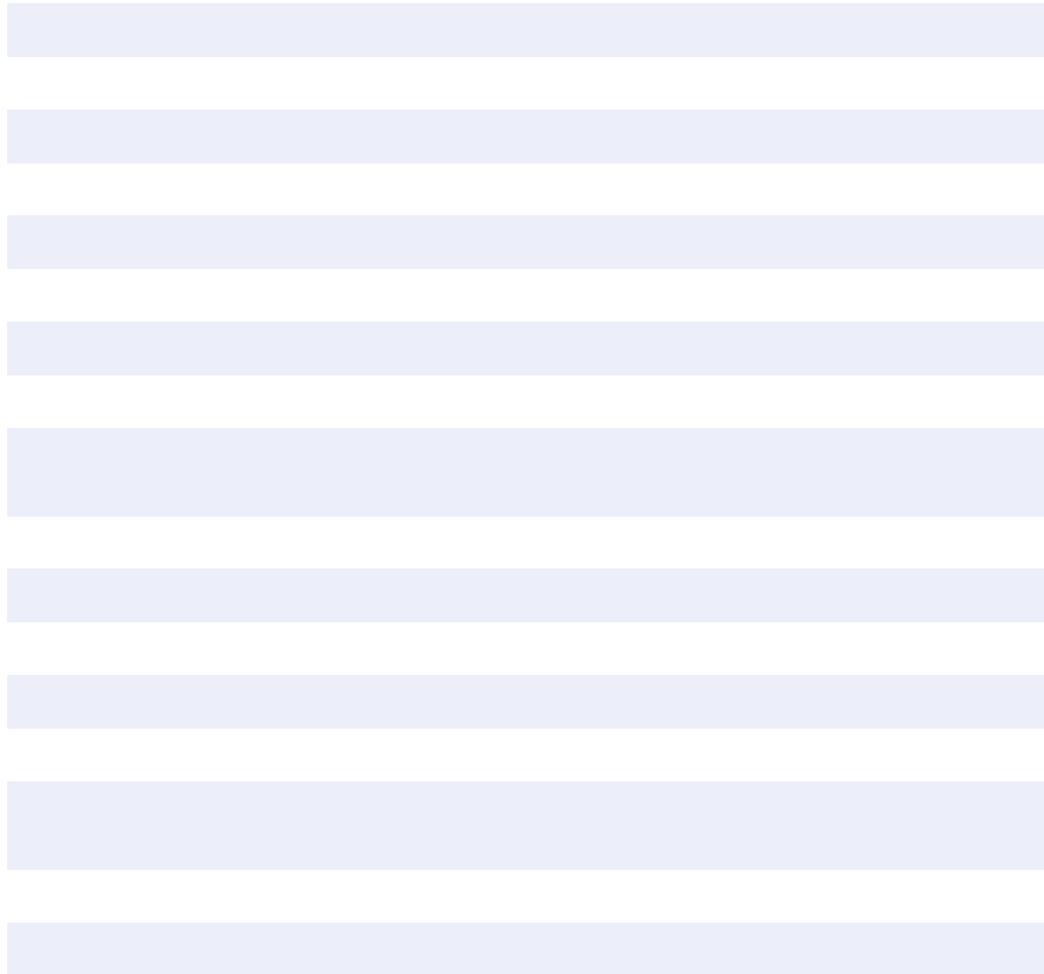
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Synchrony Financial	CT	06757		N/A
Capital One	MI	48310		N/A
Capital One	CA	90278		N/A
Amex	NH	03103		N/A
Capital One	CA	93953		N/A
Citibank	CA	95125		N/A
Bank of America	NC	27204	Older American	N/A
Citibank	CA	92843		N/A
Citibank	MD	20902	Older American	N/A
Capital One	NJ	07430	Older American, Servicemember	N/A
Citibank	NY	11109		N/A
Citibank	CO	80906	Servicemember	N/A
PNC Bank N.A.	GA	30240	Older American	N/A
TD Bank US Holding Company	NC	27278		N/A
Citibank	CO	80016		N/A
Capital One	CO	80205	Older American, Servicemember	N/A
Synchrony Financial	OH	43209		N/A
Citibank	FL	33407		N/A
Bank of America	NY	11024		N/A

Credit Card Complaints

Based on Consumer Complaints

Referral	04/14/2014	Closed with monetary relief	Yes	No
Web	04/29/2014	Closed with explanation	Yes	No
Web	04/14/2014	Closed with explanation	Yes	No
Web	04/14/2014	Closed with monetary relief	Yes	No
Web	05/01/2014	Closed with explanation	Yes	Yes
Web	03/30/2014	Closed with explanation	Yes	No
Web	04/14/2014	Closed with explanation	Yes	No
Web	04/23/2014	Closed with monetary relief	Yes	No
Phone	04/25/2014	Closed with monetary relief	Yes	Yes
Referral	04/25/2014	Closed with non-monetary relief	Yes	No
Web	04/14/2014	Closed with explanation	Yes	No
Web	04/18/2014	Closed with non-monetary relief	Yes	No
Web	04/23/2014	Closed with explanation	Yes	Yes
Referral	04/18/2014	Closed with explanation	Yes	No
Web	04/23/2014	Closed with explanation	Yes	No
Phone	04/28/2014	Closed with explanation	Yes	No
Web	04/29/2014	Closed with monetary relief	Yes	No
Postal mail	04/18/2014	Closed with explanation	Yes	No
Phone	04/18/2014	Closed with monetary relief	Yes	No

Credit Card Complaints

Based on Consumer Complaints

802584

829576

807563

807580

828738

786584

807779

821008

821088

821401

808835

808872

821483

808985

821535

821549

820716

809307

809321

Credit Card Complaints

Based on Consumer Complaints

04/23/2014	Credit card
04/04/2014	Credit card
04/04/2014	Credit card
04/15/2014	Credit card
04/15/2014	Credit card
04/04/2014	Credit card
04/09/2014	Credit card
04/04/2014	Credit card
04/09/2014	Credit card
04/04/2014	Credit card
04/23/2014	Credit card
04/04/2014	Credit card
04/23/2014	Credit card
04/04/2014	Credit card
04/04/2014	Credit card
04/09/2014	Credit card
04/04/2014	Credit card
04/09/2014	Credit card
04/09/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Rewards

APR or interest rate

Other

Other

Other

Identity theft / Fraud / Embezzlement

Closing/Cancelling account

Credit card protection / Debt protection

Closing/Cancelling account

Identity theft / Fraud / Embezzlement

Closing/Cancelling account

Bankruptcy

Transaction issue

Rewards

Delinquent account

Unsolicited issuance of credit card

Other

Late fee

Billing disputes

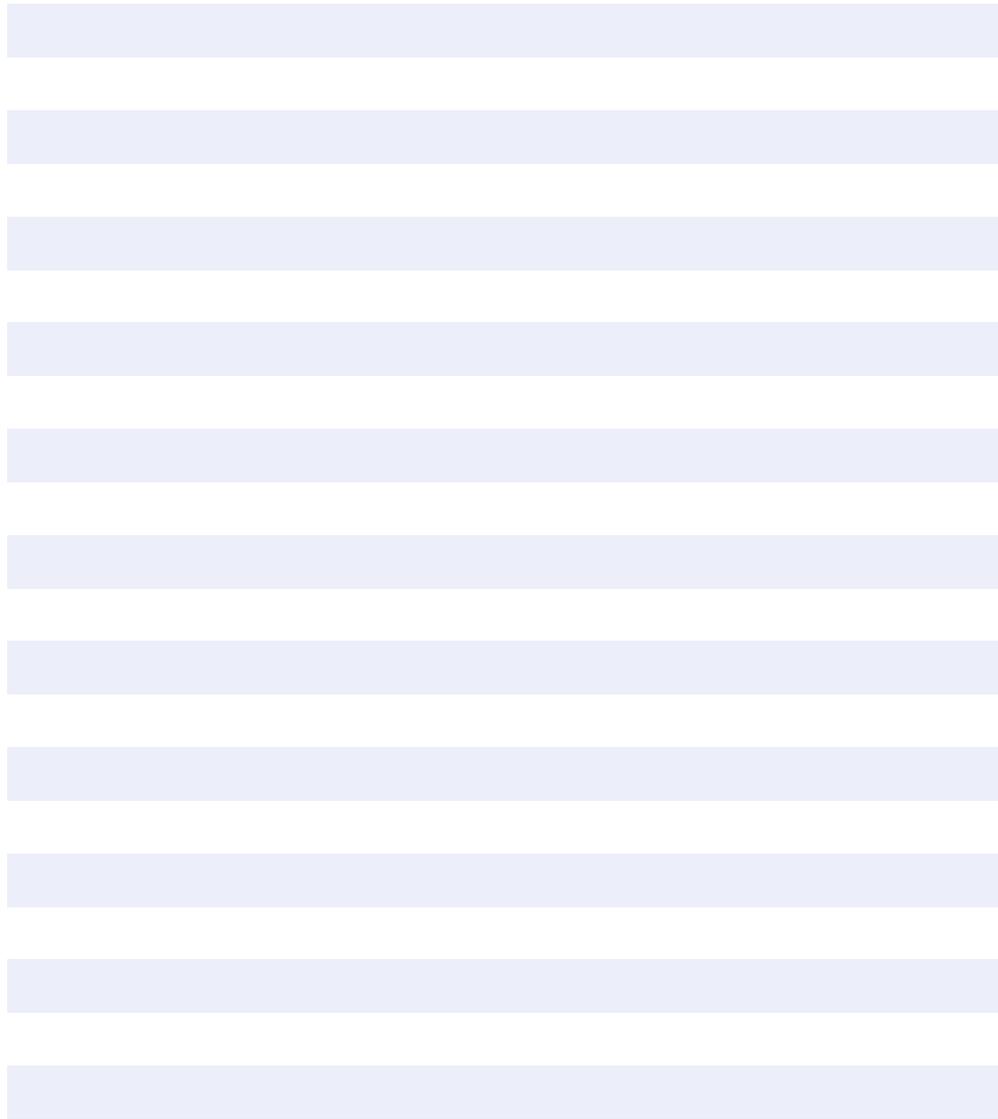
Late fee

Transaction issue

Billing disputes

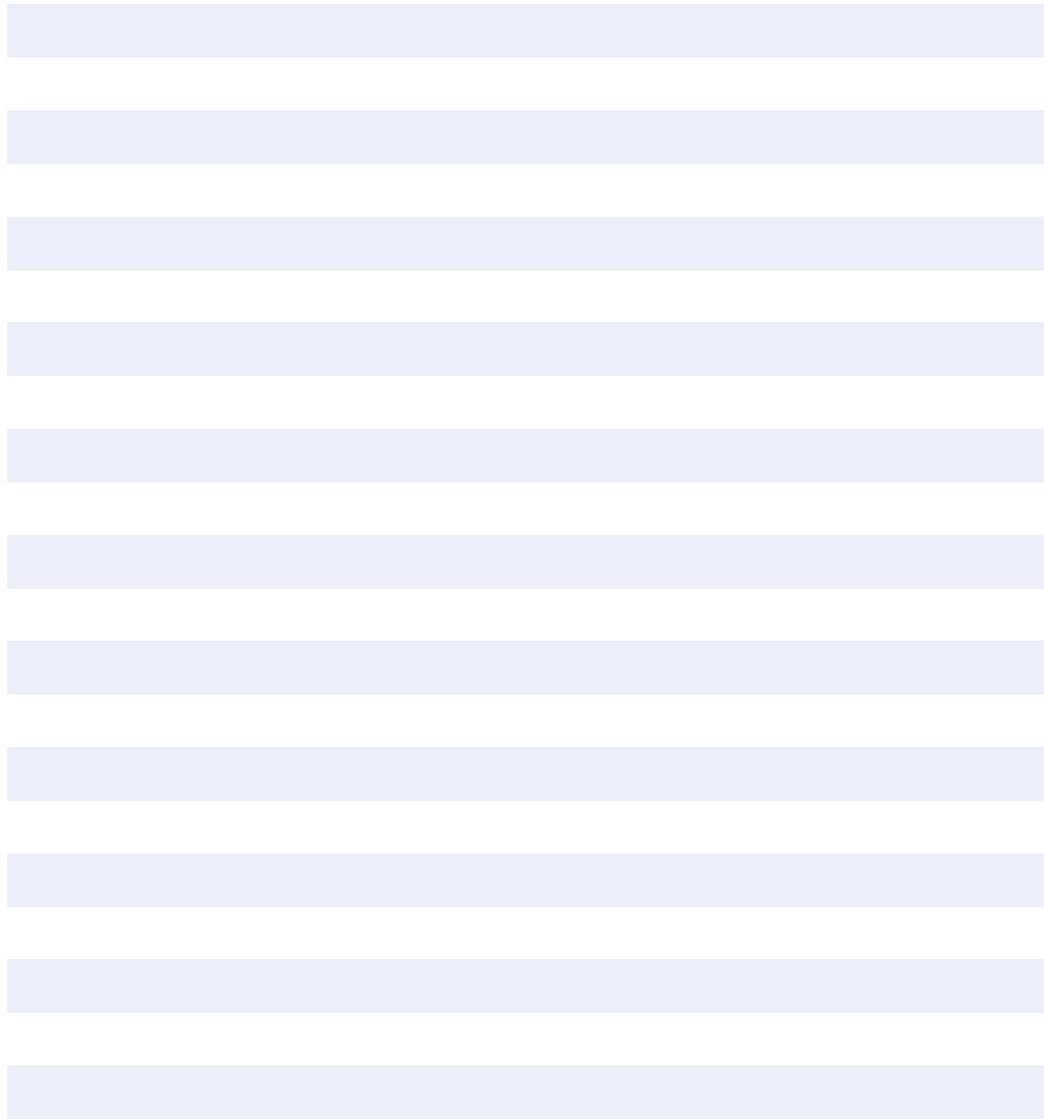
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Capital One	IL	60302	Older American	N/A
Discover	WI	54174	Older American	N/A
PayPal Holdings, Inc.	NY	14226		N/A
Capital One	AZ	85754	Servicemember	N/A
HSBC North America Holdings Inc.	MA	02136		N/A
U.S. Bancorp	MA	01876		N/A
Wells Fargo & Company	CA	91752		N/A
JPMorgan Chase & Co.	TX	77445		N/A
Amex	CA	91401		N/A
Bank of America	OH	44087		N/A
Citibank	CA	91401		N/A
JPMorgan Chase & Co.	CA	91915		N/A
U.S. Bancorp	CO	80514	Older American	N/A
Citibank	LA	70816		N/A
JPMorgan Chase & Co.	NY	10580		N/A
Wells Fargo & Company	CA	90275		N/A
Citibank	IL	61802	Servicemember	N/A
Amex	IL	60640		N/A
JPMorgan Chase & Co.	CA	90501		N/A
Synchrony Financial	OH	44001		N/A
TCF National Bank	MI	48238		N/A
Capital One	NJ	08876		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	04/23/2014	Closed with monetary relief	Yes	No
Web	04/23/2014	Closed with explanation	Yes	No
Web	04/23/2014	Closed with explanation	Yes	No
Web	04/28/2014	Closed with non-monetary relief	Yes	No
Web	04/08/2014	Closed with explanation	Yes	No
Web	04/28/2014	Closed with explanation	Yes	No
Phone	04/18/2014	Closed with explanation	Yes	No
Phone	04/18/2014	Closed with explanation	Yes	Yes
Referral	05/01/2014	Closed with explanation	Yes	No
Referral	04/11/2014	Closed with explanation	Yes	No
Referral	04/11/2014	Closed with non-monetary relief	Yes	No
Web	04/09/2014	Closed with explanation	Yes	No
Web	04/04/2014	Closed with monetary relief	Yes	No
Web	04/28/2014	Closed with monetary relief	Yes	No
Referral	04/08/2014	Closed with explanation	Yes	No
Web	04/23/2014	Closed with explanation	Yes	No
Web	04/04/2014	Closed with monetary relief	Yes	No
Web	04/04/2014	Closed with monetary relief	Yes	No
Web	04/09/2014	Closed with monetary relief	Yes	No
Web	04/09/2014	Closed with explanation	Yes	No
Web	04/15/2014	Closed with explanation	Yes	Yes
Web	04/09/2014	Closed with non-monetary relief	Yes	No

Credit Card Complaints

Based on Consumer Complaints

821722

821756

821776

821840

793519

794875

809623

809703

793427

800863

793430

801986

793807

820805

793939

822313

794099

794066

801052

794426

801193

800202

Credit Card Complaints

Based on Consumer Complaints

04/23/2014	Credit card
04/04/2014	Credit card
04/04/2014	Credit card
04/09/2014	Credit card
04/09/2014	Credit card
04/04/2014	Credit card
04/04/2014	Credit card
04/24/2014	Credit card
04/24/2014	Credit card
04/04/2014	Credit card
04/10/2014	Credit card
04/29/2014	Credit card
04/10/2014	Credit card
04/24/2014	Credit card
04/29/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Late fee

Other

Credit card protection / Debt protection

Overlimit fee

Other

Identity theft / Fraud / Embezzlement

Identity theft / Fraud / Embezzlement

Other

Customer service / Customer relations

Other

Delinquent account

Sale of account

Other

Billing statement

Late fee

Payoff process

Billing disputes

Billing statement

Closing/Cancelling account

Other

Billing disputes

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Synchrony Financial	CA	92870		N/A
Citibank	FL	34684	Servicemember	N/A
Synchrony Financial	TX	76114		N/A
Discover	NY	11223		N/A
Citibank	TX	78745		N/A
Amex	NC	28603		N/A
Bank of America	GA	30417		N/A
Citibank	CA	93444		N/A
JPMorgan Chase & Co.	CA	95116		N/A
Amex	CA	90045		N/A
Citibank	TX	75771		N/A
TD Bank US Holding Company	CA	93444		N/A
Capital One	NJ	08721		N/A
Citibank	MT	59828		N/A
Synchrony Financial	NJ	07107		N/A
Citibank	VA	24073		N/A
Synchrony Financial	NJ	08533		N/A
Synchrony Financial	NJ	07921		N/A
Citibank	MA	02269		N/A
Capital One	NY	10002		N/A
Synchrony Financial	NJ	08094		N/A

Credit Card Complaints

Based on Consumer Complaints

Referral	04/28/2014	Closed with monetary relief	Yes	No
Web	04/08/2014	Closed with explanation	Yes	Yes
Web	04/04/2014	Closed with explanation	Yes	No
Web	04/09/2014	Closed with explanation	Yes	No
Phone	04/11/2014	Closed with monetary relief	Yes	No
Referral	04/08/2014	Closed with explanation	Yes	No
Web	04/04/2014	Closed with explanation	Yes	Yes
Web	04/28/2014	Closed with explanation	Yes	No
Web	04/24/2014	Closed with explanation	Yes	No
Web	04/04/2014	Closed with explanation	Yes	Yes
Web	04/14/2014	Closed with monetary relief	Yes	No
Web	04/14/2014	Closed with explanation	Yes	No
Web	04/09/2014	Closed with explanation	Yes	No
Web	04/09/2014	Closed with monetary relief	Yes	No
Referral	05/01/2014	Closed with explanation	Yes	No
Referral	05/01/2014	Closed with explanation	Yes	No
Referral	05/01/2014	Closed with explanation	Yes	No
Referral	05/01/2014	Closed with explanation	Yes	No
Phone	04/18/2014	Closed with non-monetary relief	Yes	No
Referral	04/29/2014	Closed with explanation	Yes	Yes
Referral	05/01/2014	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

822371

794833

794393

801314

801321

794428

794531

824758

823248

795117

802286

804176

802157

802338

829840

829938

829944

829966

803910

823061

830178

Credit Card Complaints

Based on Consumer Complaints

05/08/2014 Credit card

04/24/2014 Credit card

04/29/2014 Credit card

04/24/2014 Credit card

05/08/2014 Credit card

04/29/2014 Credit card

04/29/2014 Credit card

05/08/2014 Credit card

05/08/2014 Credit card

05/08/2014 Credit card

04/24/2014 Credit card

04/24/2014 Credit card

04/24/2014 Credit card

05/08/2014 Credit card

05/08/2014 Credit card

04/29/2014 Credit card

04/29/2014 Credit card

04/29/2014 Credit card

04/29/2014 Credit card

Credit Card Complaints

Based on Consumer Complaints

Rewards

Billing disputes

Delinquent account

Rewards

Late fee

APR or interest rate

Other

Closing/Cancelling account

Advertising and marketing

Other

APR or interest rate

Credit card protection / Debt protection

Forbearance / Workout plans

Credit determination

Transaction issue

Other

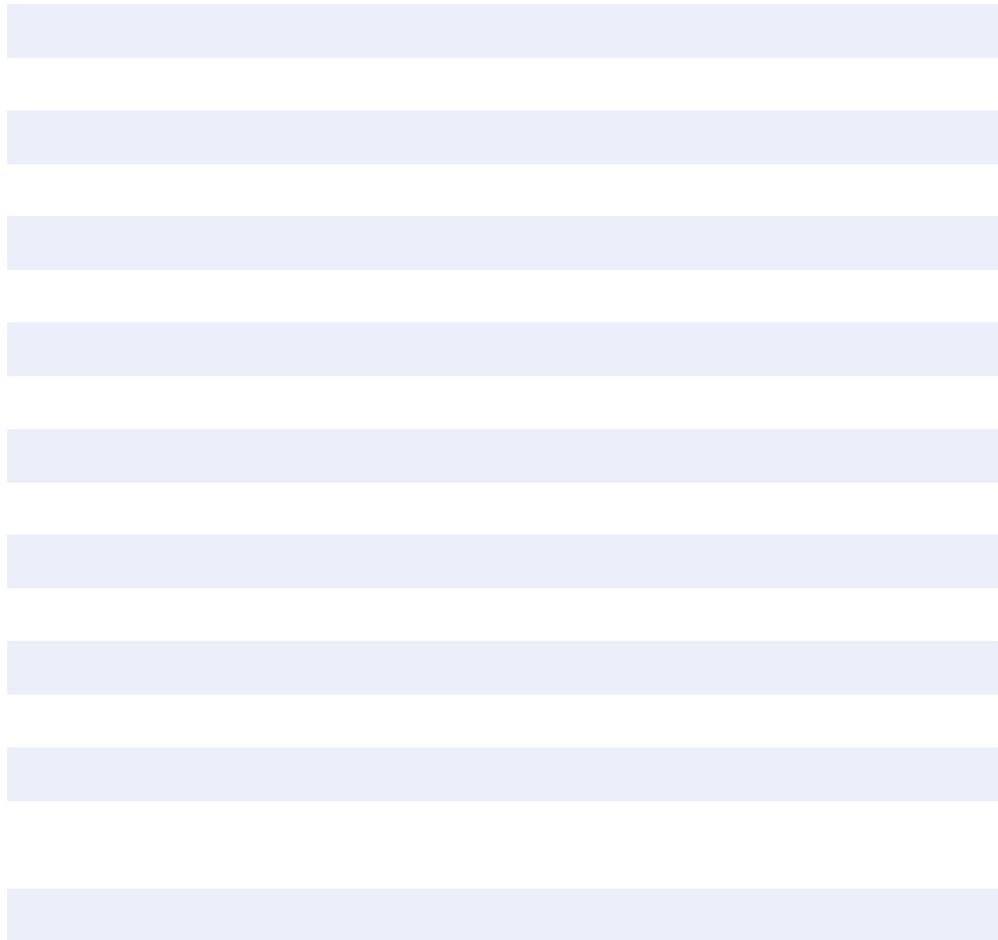
Billing disputes

Billing disputes

Late fee

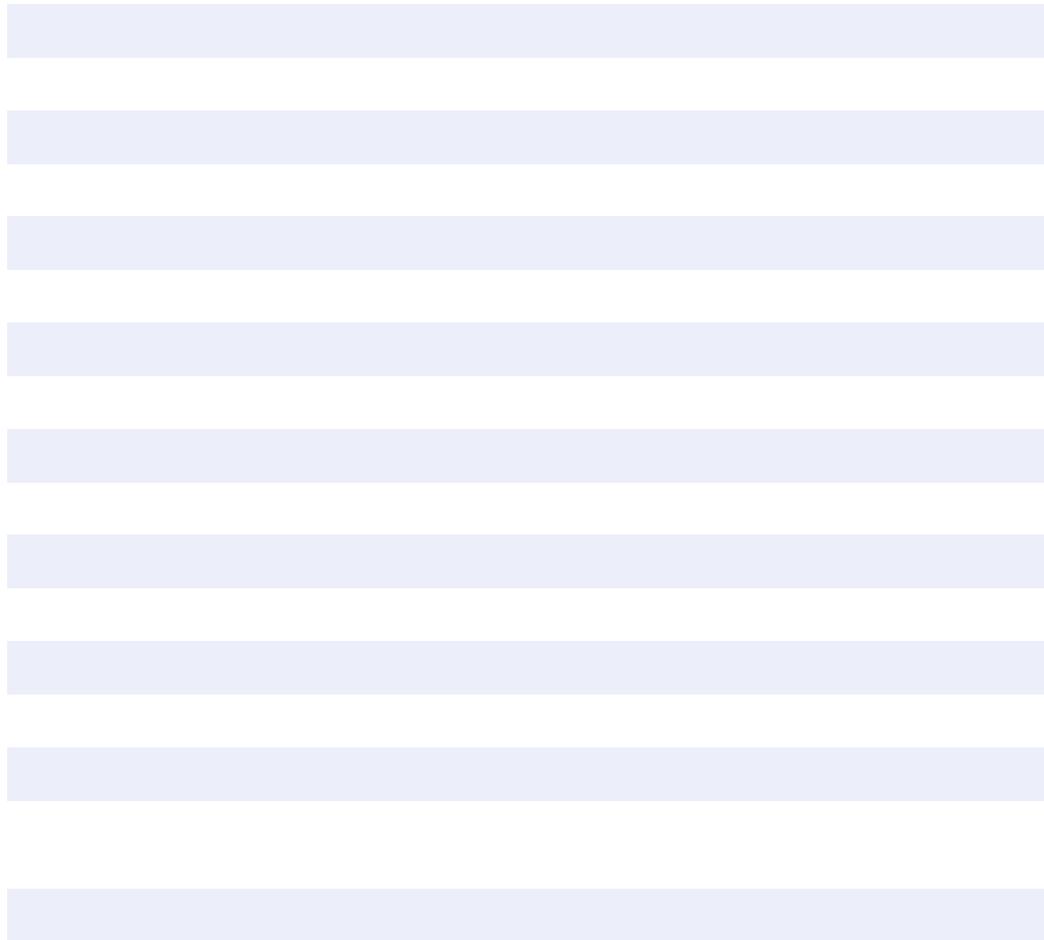
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Discover	IL	60089	Older American, Servicemember	N/A
Capital One	WA	98258		N/A
Citibank	CA	90048		N/A
Amex	NY	10901		N/A
Greene & Cooper Collections LLC	GA	30188		N/A
Synchrony Financial	NH	03038	Older American	N/A
Capital One	VA	24073		N/A
Capital One	CA	91403		N/A
JPMorgan Chase & Co.	MD	21740	Older American	N/A
Citibank	MO	63124	Older American	N/A
JPMorgan Chase & Co.	FL	32774		N/A
Amex	NY	11375	Older American	N/A
Citibank	PA	17402		N/A
Capital One	OH	45140		N/A
Amex	OR	97225		N/A
Capital One	NY	10977		N/A
Fifth Third Financial Corporation	OH	45176	Older American, Servicemember	N/A
HSBC North America Holdings Inc.	NY	11413	Older American	N/A
Synchrony Financial	NJ	08088		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	05/08/2014	Closed with monetary relief	Yes	No
Web	04/24/2014	Closed with monetary relief	Yes	No
Web	04/29/2014	Closed with monetary relief	Yes	No
Web	05/19/2014	Closed with explanation	Yes	No
Web	06/02/2014	Closed with explanation	Yes	Yes
Fax	05/01/2014	Closed with monetary relief	Yes	No
Referral	05/05/2014	Closed with explanation	Yes	No
Web	05/08/2014	Closed with monetary relief	Yes	Yes
Web	05/08/2014	Closed with explanation	Yes	No
Web	05/08/2014	Closed with explanation	Yes	No
Web	04/24/2014	Closed with explanation	Yes	No
Web	04/29/2014	Closed with monetary relief	Yes	No
Web	04/29/2014	Closed with explanation	Yes	No
Web	05/08/2014	Closed with explanation	Yes	No
Web	05/08/2014	Closed with explanation	Yes	No
Phone	05/01/2014	Closed with explanation	Yes	No
Web	05/01/2014	Closed with explanation	Yes	Yes
Web	04/29/2014	Closed with monetary relief	Yes	No
Referral	05/02/2014	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

844347

823869

830281

822801

844459

829052

829742

844523

844577

844595

824186

824255

824269

844731

844738

830693

830695

830752

830779

Credit Card Complaints

Based on Consumer Complaints

04/29/2014	Credit card
04/24/2014	Credit card
04/29/2014	Credit card
04/29/2014	Credit card
04/18/2014	Credit card
04/18/2014	Credit card
04/25/2014	Credit card
04/25/2014	Credit card
05/09/2014	Credit card
05/09/2014	Credit card
04/30/2014	Credit card
05/09/2014	Credit card
04/30/2014	Credit card
05/09/2014	Credit card
05/09/2014	Credit card
04/30/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Payoff process

Billing statement

Customer service / Customer relations

Billing disputes

Customer service / Customer relations

Transaction issue

Closing/Cancelling account

Closing/Cancelling account

Other

Billing disputes

Credit card protection / Debt protection

Billing disputes

Delinquent account

Billing disputes

Other

Customer service / Customer relations

Other

APR or interest rate

Billing disputes

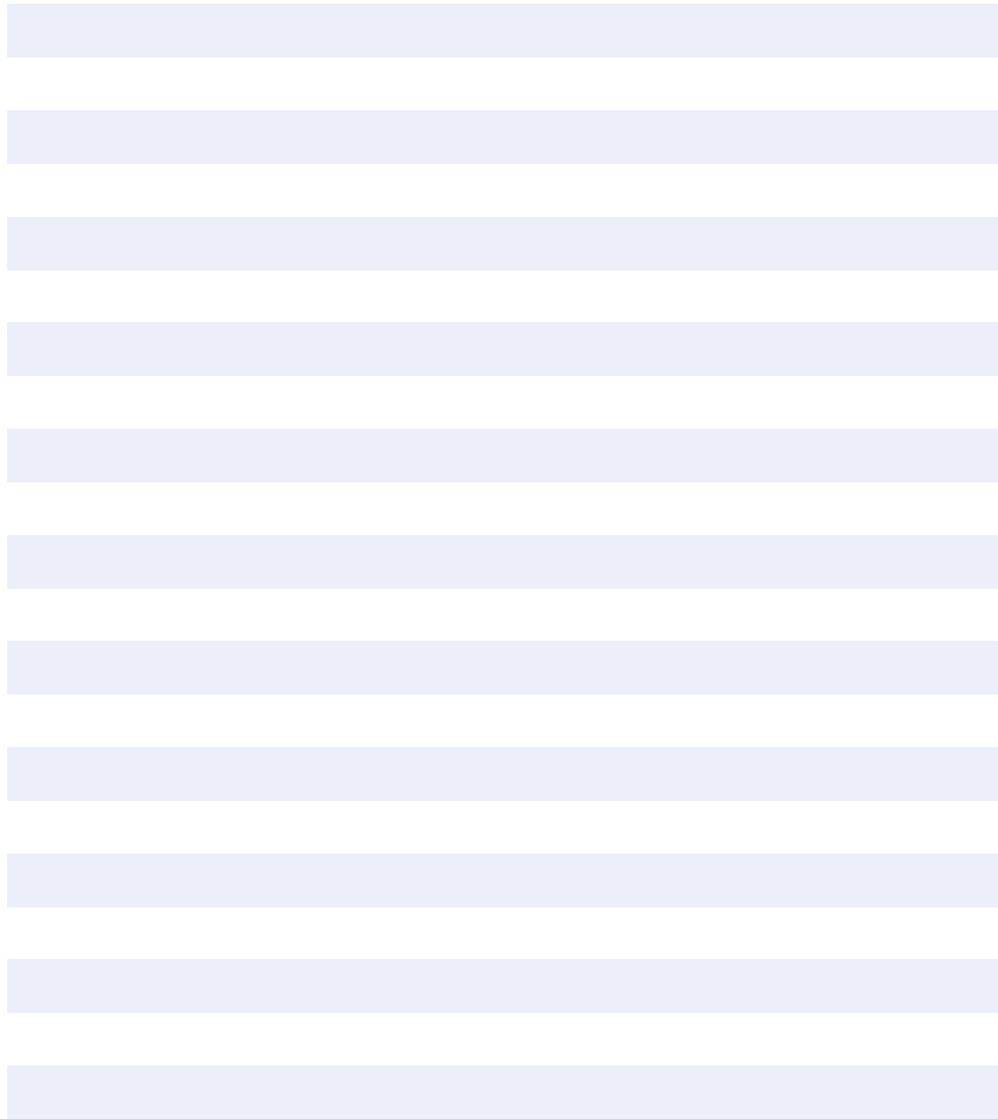
Identity theft / Fraud / Embezzlement

Unsolicited issuance of credit card

Late fee

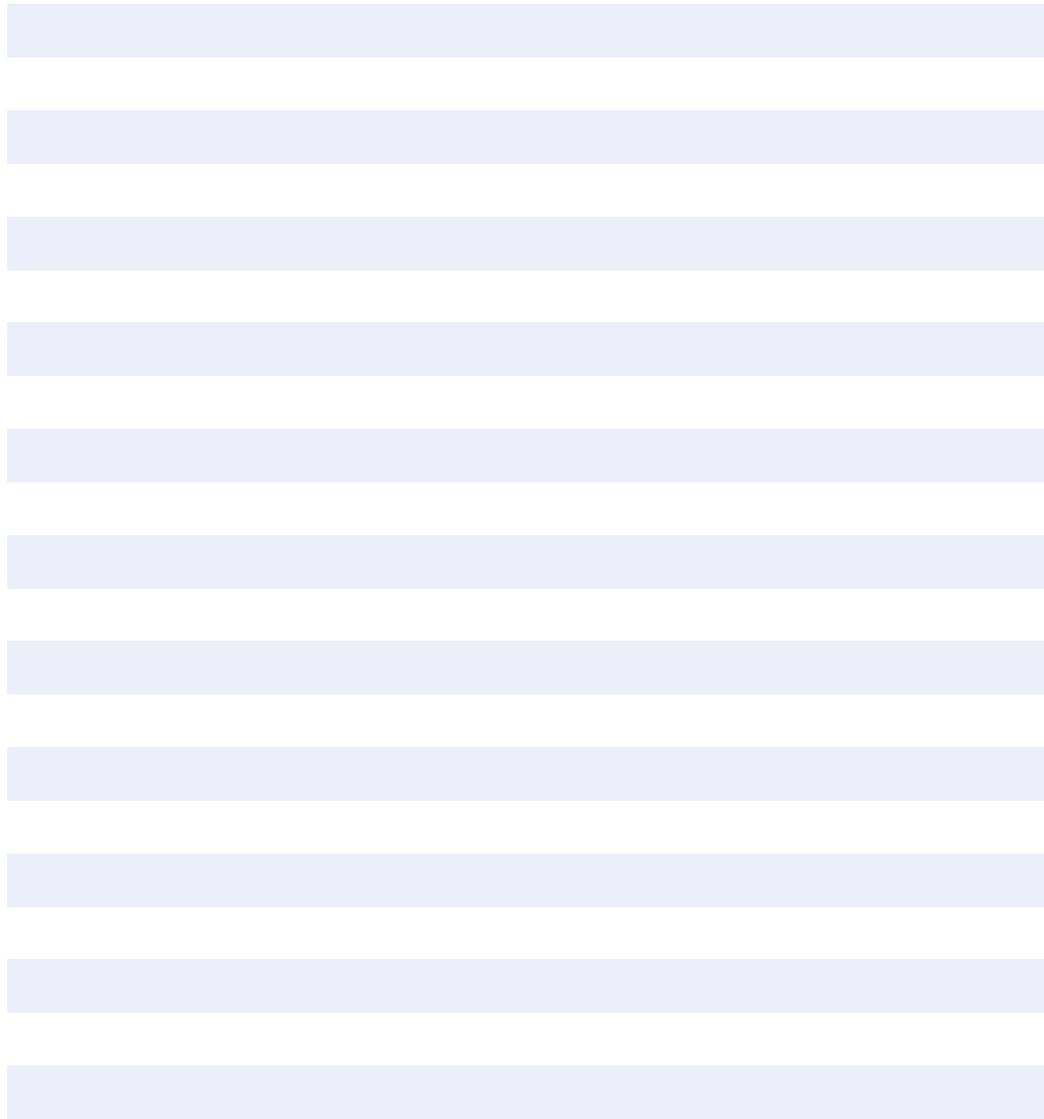
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Synchrony Financial	NJ	08094		N/A
Synchrony Financial	NJ	08060		N/A
Synchrony Financial	NJ	08701		N/A
Synchrony Financial	NJ	07035		N/A
Capital One	IL	60707		N/A
U.S. Bancorp	CA	92880		N/A
JPMorgan Chase & Co.	CA	93307		N/A
Amex	TX	75238		N/A
Amex	CA	92064	Servicemember	N/A
Expert Global Solutions, Inc.	CT	06513	Servicemember	N/A
Citibank	CA	92102		N/A
Bank of America	PA	19063		N/A
Citibank	NY	11104		N/A
Synchrony Financial	NJ	08817		N/A
U.S. Bancorp	CT	06382		N/A
Synchrony Financial	NJ	08701		N/A
HSBC North America Holdings Inc.	WA	98258		N/A
Discover	CA	91789		N/A
Synchrony Financial	NJ	07828		N/A
Synchrony Financial	NJ	07871		N/A
Synchrony Financial	NJ	07722		N/A
Synchrony Financial	NJ	08857		N/A

Credit Card Complaints

Based on Consumer Complaints

Referral	05/02/2014	Closed with explanation	Yes	No
Referral	05/02/2014	Closed with explanation	Yes	No
Referral	05/02/2014	Closed with explanation	Yes	No
Referral	05/02/2014	Closed with explanation	Yes	No
Web	04/24/2014	Closed with non-monetary relief	Yes	No
Web	05/02/2014	Closed with monetary relief	Yes	No
Postal mail	05/02/2014	Closed with explanation	Yes	No
Web	04/18/2014	Closed with monetary relief	Yes	No
Web	04/29/2014	Closed with explanation	Yes	No
Web	04/29/2014	Closed with explanation	Yes	No
Web	04/24/2014	Closed with monetary relief	Yes	No
Web	05/09/2014	Closed with non-monetary relief	Yes	Yes
Postal mail	05/14/2014	Closed with explanation	Yes	No
Referral	05/02/2014	Closed with explanation	Yes	No
Web	05/14/2014	Closed with explanation	Yes	No
Referral	05/02/2014	Closed with explanation	Yes	No
Referral	05/14/2014	Closed with explanation	Yes	No
Referral	05/14/2014	Closed with explanation	Yes	No
Referral	05/02/2014	Closed with explanation	Yes	No
Referral	05/02/2014	Closed with explanation	Yes	No
Referral	05/02/2014	Closed with explanation	Yes	No
Referral	05/02/2014	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

830817

830833

830834

830854

822799

830929

830939

815325

815373

825180

825186

845660

845854

831818

845325

831874

845333

845950

831902

831910

831932

831934

Credit Card Complaints

Based on Consumer Complaints

04/30/2014	Credit card
04/30/2014	Credit card
05/09/2014	Credit card
04/30/2014	Credit card
04/30/2014	Credit card
04/18/2014	Credit card
04/18/2014	Credit card
04/30/2014	Credit card
05/12/2014	Credit card
04/30/2014	Credit card
04/18/2014	Credit card
05/09/2014	Credit card
05/06/2014	Credit card
04/18/2014	Credit card
04/18/2014	Credit card
04/19/2014	Credit card
05/01/2014	Credit card
05/09/2014	Credit card
04/19/2014	Credit card
05/02/2014	Credit card
04/20/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Customer service / Customer relations

Rewards

Credit determination

Customer service / Customer relations

Billing statement

Identity theft / Fraud / Embezzlement

Arbitration

Identity theft / Fraud / Embezzlement

Other fee

Other

Unsolicited issuance of credit card

Balance transfer

Delinquent account

Application processing delay

Credit card protection / Debt protection

Payoff process

Credit line increase/decrease

Late fee

Advertising and marketing

APR or interest rate

Credit determination

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Synchrony Financial	NJ	08201		N/A
Synchrony Financial	NJ	08550		N/A
Synchrony Financial	KY	40475	Older American	N/A
Synchrony Financial	NJ	08857		N/A
Synchrony Financial	NJ	08550		N/A
Amex	VA	22303		N/A
TD Bank US Holding Company	PA	18966	Older American	N/A
JPMorgan Chase & Co.	VA	22079		N/A
Wells Fargo & Company	CA	92203		N/A
Synchrony Financial	NJ	08332		N/A
Regions Financial Corporation	FL	33324		N/A
First National Bank of Omaha	NE	68509		N/A
Synchrony Financial	NY	11216		N/A
Capital One	FL	33484	Older American	N/A
Wells Fargo & Company	CA	94105		N/A
Citibank	MA	01960		N/A
Wells Fargo & Company	MD	21050		N/A
Synchrony Financial	MN	55021		N/A
Barclays PLC	CA	93950		N/A
Citibank	WI	53202		N/A
Amex	VA	22312		N/A

Credit Card Complaints

Based on Consumer Complaints

Referral	05/02/2014	Closed with explanation	Yes	No
Referral	05/02/2014	Closed with explanation	Yes	No
Postal mail	05/14/2014	Closed with explanation	Yes	No
Referral	05/02/2014	Closed with explanation	Yes	No
Referral	05/02/2014	Closed with explanation	Yes	No
Web	04/18/2014	Closed with monetary relief	Yes	No
Web	04/18/2014	Closed with explanation	Yes	Yes
Referral	05/05/2014	Closed with explanation	Yes	Yes
Referral	05/14/2014	Closed with monetary relief	Yes	No
Referral	05/05/2014	Closed with explanation	Yes	No
Web	04/18/2014	Closed with explanation	Yes	No
Referral	05/14/2014	Closed with monetary relief	Yes	No
Fax	05/09/2014	Closed with non-monetary relief	Yes	No
Web	04/18/2014	Closed with explanation	No	No
Web	04/23/2014	Closed with explanation	Yes	Yes
Web	04/18/2014	Closed with monetary relief	Yes	Yes
Postal mail	05/02/2014	Closed with explanation	Yes	No
Web	05/14/2014	Closed with explanation	Yes	No
Web	04/18/2014	Closed with monetary relief	Yes	No
Referral	05/07/2014	Closed with explanation	Yes	No
Web	04/20/2014	Closed with explanation	Yes	Yes

Credit Card Complaints

Based on Consumer Complaints

831939

831946

846044

831987

831988

815809

815813

832426

847193

832009

815844

846157

840335

815986

815997

816012

834824

846293

816044

836569

814711

Credit Card Complaints

Based on Consumer Complaints

04/20/2014	Credit card
04/20/2014	Credit card
05/03/2014	Credit card
04/21/2014	Credit card
04/21/2014	Credit card
05/03/2014	Credit card
05/03/2014	Credit card
04/21/2014	Credit card
04/21/2014	Credit card
05/04/2014	Credit card
05/04/2014	Credit card
05/05/2014	Credit card
04/21/2014	Credit card
04/21/2014	Credit card
05/05/2014	Credit card
04/25/2014	Credit card
04/10/2014	Credit card
04/10/2014	Credit card
04/10/2014	Credit card
05/05/2014	Credit card
04/25/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Billing disputes

Billing disputes

Advertising and marketing

Billing statement

Privacy

APR or interest rate

Delinquent account

Customer service / Customer relations

Identity theft / Fraud / Embezzlement

Customer service / Customer relations

APR or interest rate

Other

Rewards

Billing statement

Delinquent account

Credit determination

Late fee

Customer service / Customer relations

Other fee

APR or interest rate

Overlimit fee

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Barclays PLC	TX	75234		N/A
Bank of America	CA	92308		N/A
Bank of America	MA	02362		N/A
JPMorgan Chase & Co.	NJ	08520		N/A
Amex	CA	93728		N/A
Capital One	CA	91436		N/A
Bank of America	OR	97229		N/A
Wells Fargo & Company	TX	79416		N/A
Citibank	MD	20854		N/A
JPMorgan Chase & Co.	MI	49036		N/A
Synchrony Financial	MA	02149		N/A
JPMorgan Chase & Co.	IN	46635		N/A
Amex	CA	92625		N/A
Citibank	MA	02155		N/A
Capital One	MD	20854		N/A
Citibank	NJ	08053	Older American	N/A
Citibank	TX	77498		N/A
Citibank	NY	10523		N/A
Barclays PLC	OH	45415		N/A
Synchrony Financial	NY	11694		N/A
Bank of America	CA	92284		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	04/23/2014	Closed with explanation	Yes	Yes
Web	04/20/2014	Closed with explanation	Yes	No
Web	05/03/2014	Closed with explanation	Yes	No
Web	04/20/2014	Closed with monetary relief	Yes	No
Web	04/21/2014	Closed with explanation	Yes	No
Web	05/03/2014	Closed with monetary relief	Yes	No
Web	05/07/2014	Closed with explanation	Yes	No
Referral	04/24/2014	Closed with explanation	Yes	No
Web	04/22/2014	Closed with monetary relief	Yes	No
Web	05/04/2014	Closed with explanation	Yes	No
Web	05/07/2014	Closed with monetary relief	Yes	No
Web	05/05/2014	Closed with explanation	Yes	No
Web	04/21/2014	Closed with explanation	Yes	Yes
Referral	04/25/2014	Closed with non-monetary relief	Yes	No
Web	05/20/2014	Closed with explanation	Yes	No
Web	04/29/2014	Closed with explanation	Yes	No
Web	04/14/2014	Closed with monetary relief	Yes	No
Postal mail	04/14/2014	Closed with explanation	Yes	Yes
Phone	04/14/2014	Closed with monetary relief	Yes	No
Web	05/05/2014	Closed with explanation	Yes	No
Phone	04/30/2014	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

814634

816137

836739

816667

816714

836821

836667

816956

816798

837062

837071

837806

817082

817154

837294

825357

802591

802600

802630

838216

825611

Credit Card Complaints

Based on Consumer Complaints

05/05/2014	Credit card
04/10/2014	Credit card
04/25/2014	Credit card
04/10/2014	Credit card
04/25/2014	Credit card
04/21/2014	Credit card
04/10/2014	Credit card
05/05/2014	Credit card
05/05/2014	Credit card
04/21/2014	Credit card
04/21/2014	Credit card
04/10/2014	Credit card
04/21/2014	Credit card
04/25/2014	Credit card
04/21/2014	Credit card
04/15/2014	Credit card
04/21/2014	Credit card
04/15/2014	Credit card
04/10/2014	Credit card
04/25/2014	Credit card
05/05/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Delinquent account

Other

Closing/Cancelling account

Late fee

Late fee

Delinquent account

Identity theft / Fraud / Embezzlement

Billing statement

Closing/Cancelling account

Late fee

Closing/Cancelling account

Credit determination

Rewards

Billing disputes

Bankruptcy

Billing disputes

Delinquent account

Billing disputes

Delinquent account

Credit line increase/decrease

Billing disputes

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

HSBC North America Holdings Inc.	MI	48073		N/A
Citibank	CA	94806		N/A
Capital One	WA	99201		N/A
Regions Financial Corporation	MO	65721		N/A
JPMorgan Chase & Co.	CA	92503		N/A
Citibank	MI	48214		N/A
JPMorgan Chase & Co.	AZ	85382		N/A
Discover	DE	19709		N/A
Bank of America	MN	55109	Servicemember	N/A
Capital One	NY	10708		N/A
Citibank	NJ	07003		N/A
Citibank	CT	06106		N/A
FirstMerit Bank	WI	54175		N/A
Amex	NY	10956		N/A
JPMorgan Chase & Co.	GA	30126		N/A
JPMorgan Chase & Co.	FL	33306		N/A
Citibank	MA	01118		N/A
JPMorgan Chase & Co.	FL	33306		N/A
Discover	MI	48073		N/A
Capital One	OH	55229		N/A
JPMorgan Chase & Co.	AZ	85248		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	05/07/2014	Closed with explanation	Yes	Yes
Postal mail	04/14/2014	Closed with monetary relief	Yes	No
Web	04/25/2014	Closed with monetary relief	Yes	No
Web	04/10/2014	Closed with monetary relief	Yes	No
Web	04/25/2014	Closed with explanation	Yes	No
Phone	04/24/2014	Closed with explanation	Yes	No
Postal mail	04/15/2014	Closed with explanation	Yes	No
Phone	05/07/2014	Closed with explanation	Yes	No
Web	05/07/2014	Closed with explanation	Yes	No
Web	04/21/2014	Closed with explanation	Yes	No
Web	04/21/2014	Closed with non-monetary relief	Yes	No
Postal mail	04/15/2014	Closed with explanation	Yes	No
Web	04/22/2014	Closed with explanation	Yes	Yes
Web	04/29/2014	Closed with explanation	Yes	No
Referral	04/21/2014	Closed with explanation	Yes	No
Web	04/15/2014	Closed with explanation	Yes	No
Web	04/21/2014	Closed with monetary relief	Yes	No
Web	04/15/2014	Closed with explanation	Yes	No
Web	04/10/2014	Closed with non-monetary relief	Yes	No
Postal mail	04/29/2014	Closed with monetary relief	Yes	Yes
Referral	05/07/2014	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

837245

802784

825679

802860

825760

817367

802908

838454

838455

818109

817486

803036

817607

824861

816635

810267

817623

810269

803830

825066

837196

Credit Card Complaints

Based on Consumer Complaints

04/10/2014	Credit card
04/30/2014	Credit card
04/30/2014	Credit card
04/15/2014	Credit card
04/15/2014	Credit card
05/15/2014	Credit card
04/21/2014	Credit card
05/05/2014	Credit card
04/21/2014	Credit card
04/25/2014	Credit card
04/15/2014	Credit card
05/09/2014	Credit card
04/21/2014	Credit card
04/30/2014	Credit card
04/15/2014	Credit card
04/30/2014	Credit card
04/30/2014	Credit card
04/21/2014	Credit card
04/26/2014	Credit card
04/30/2014	Credit card
05/15/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Billing disputes

Rewards

Late fee

Application processing delay

Billing disputes

Customer service / Customer relations

Billing disputes

Credit determination

Late fee

Billing disputes

Other

Transaction issue

Billing statement

Billing statement

Identity theft / Fraud / Embezzlement

Other fee

Billing statement

Credit line increase/decrease

Closing/Cancelling account

Late fee

Identity theft / Fraud / Embezzlement

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	FL	33306		N/A
Synchrony Financial	NJ	07075		N/A
Synchrony Financial	NJ	08070		N/A
Citibank	NV	89002	Older American	N/A
Synchrony Financial	NV	89005		N/A
Citibank	ME	04072		N/A
Capital One	GA	30326		N/A
Barclays PLC	VA	23112		N/A
Citibank	FL	33604	Older American	N/A
Bank of America	NY	12303	Servicemember	N/A
Citibank	CA	95819		N/A
Synchrony Financial	FL	33954		N/A
Capital One	MA	02151		N/A
Synchrony Financial	NJ	07036		N/A
Citibank	FL	34120		N/A
Synchrony Financial	NJ	07208		N/A
Bank of America	NY	11213		N/A
Amex	IL	60402		N/A
Fifth Third Financial Corporation	IN	46234		N/A
Synchrony Financial	NJ	08753		N/A
Citibank	WI	53220	Older American	N/A

Credit Card Complaints

Based on Consumer Complaints

Web	04/10/2014	Closed with explanation	Yes	No
Referral	05/02/2014	Closed with explanation	Yes	No
Referral	05/02/2014	Closed with explanation	Yes	No
Phone	04/21/2014	Closed with explanation	Yes	No
Web	04/21/2014	Closed with explanation	Yes	Yes
Web	05/15/2014	Closed with non-monetary relief	Yes	No
Web	04/21/2014	Closed with monetary relief	Yes	No
Web	05/05/2014	Closed with explanation	Yes	No
Phone	04/24/2014	Closed with explanation	Yes	No
Web	04/25/2014	Closed with explanation	Yes	Yes
Postal mail	04/18/2014	Closed with non-monetary relief	Yes	No
Web	05/09/2014	Closed with monetary relief	Yes	No
Web	04/24/2014	Closed with explanation	Yes	No
Referral	05/02/2014	Closed with explanation	Yes	No
Web	04/15/2014	Closed with explanation	Yes	Yes
Referral	05/02/2014	Closed with explanation	Yes	No
Web	04/30/2014	Closed with explanation	Yes	No
Web	04/21/2014	Closed with explanation	Yes	No
Web	04/26/2014	Closed with explanation	Yes	No
Referral	05/02/2014	Closed with explanation	Yes	No
Referral	05/19/2014	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

803898

832033

832070

809987

810540

854764

820242

838805

823018

826556

810077

846494

822955

832200

808644

832221

832194

818265

826843

832269

853433

Credit Card Complaints

Based on Consumer Complaints

04/15/2014	Credit card
04/26/2014	Credit card
04/26/2014	Credit card
04/26/2014	Credit card
05/05/2014	Credit card
04/30/2014	Credit card
04/22/2014	Credit card
04/26/2014	Credit card
04/22/2014	Credit card
04/30/2014	Credit card
04/30/2014	Credit card
05/06/2014	Credit card
05/06/2014	Credit card
04/16/2014	Credit card
05/06/2014	Credit card
05/06/2014	Credit card
04/16/2014	Credit card
05/06/2014	Credit card
05/06/2014	Credit card
04/16/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Billing disputes

Billing disputes

Billing disputes

Billing disputes

Payoff process

Billing disputes

Other

Other

Balance transfer

Cash advance

Late fee

Other

Payoff process

Convenience checks

Billing disputes

Other

APR or interest rate

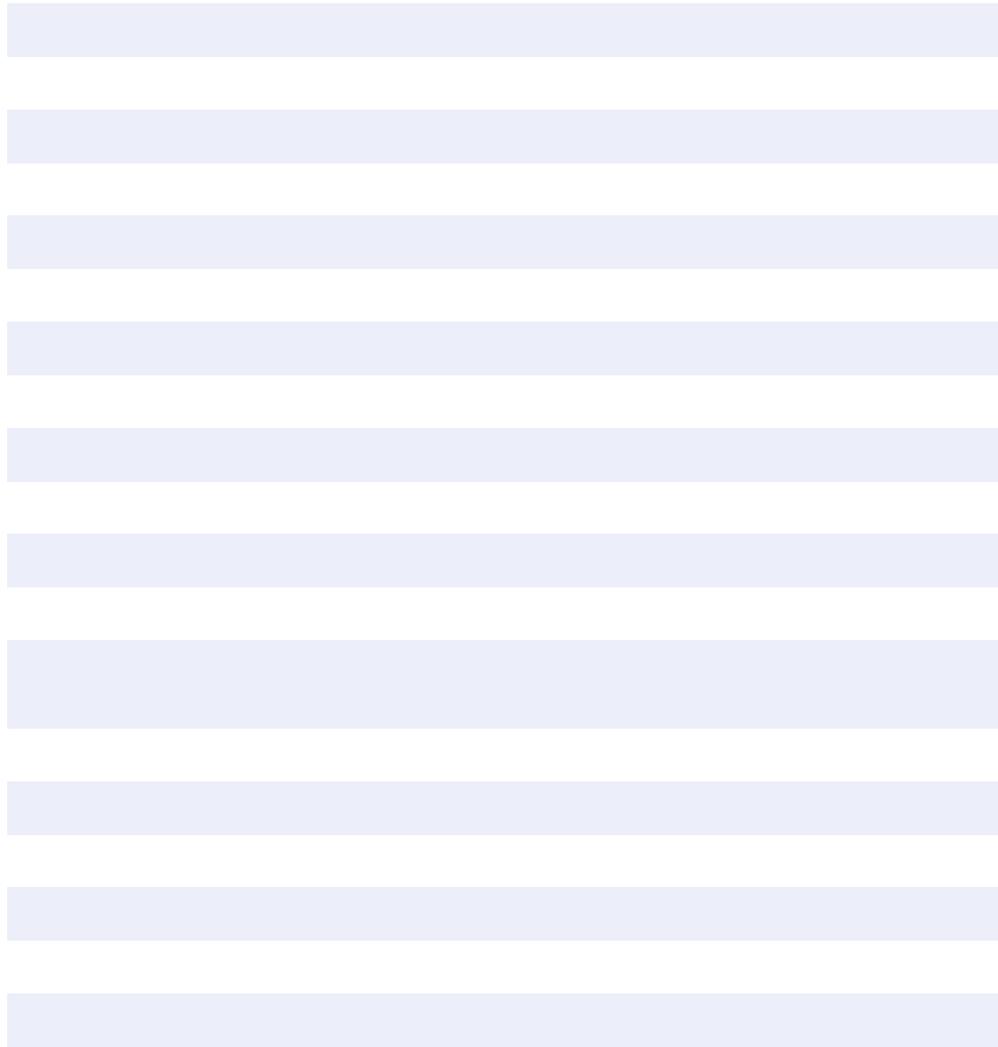
Other

Billing statement

Other

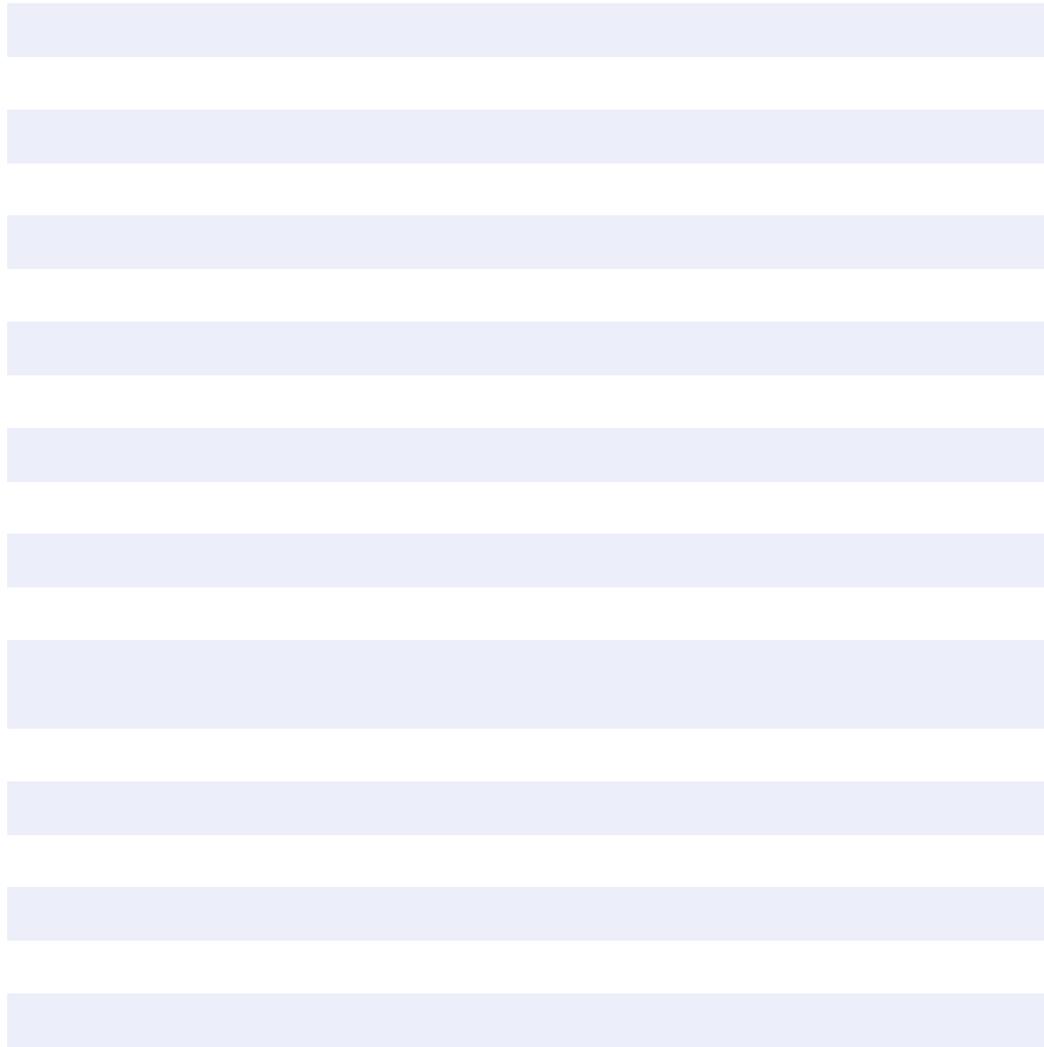
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Capital One	FL	33805		N/A
Amex	MT	59931		N/A
Amex	NY	11501		N/A
Bank of America	NC	28465	Older American	N/A
Synchrony Financial	NM	87111		N/A
Wells Fargo & Company	FL	33306		N/A
JPMorgan Chase & Co.	IL	60464	Older American	N/A
Capital One	CA	95131		N/A
Citibank	FL	34953		N/A
Discover	LA	70360		N/A
Wells Fargo & Company	CT	06877		N/A
Amex	TX	77388		N/A
Citibank	CA	90004		N/A
Citizens Financial Group, Inc.	MI	48187	Older American, Servicemember	N/A
JPMorgan Chase & Co.	CA	93420	Older American	N/A
Capital One	CA	91423		N/A
Discover	CA	94131		N/A
Bank of America	NC	27513		N/A
Bank of America	IL	60025		N/A
Synchrony Financial	NC	27502		N/A

Credit Card Complaints

Based on Consumer Complaints

Postal mail	04/21/2014	Closed with explanation	Yes	No
Web	05/23/2014	Closed with explanation	Yes	No
Web	04/26/2014	Closed with non-monetary relief	Yes	No
Web	04/26/2014	Closed with non-monetary relief	Yes	No
Web	05/05/2014	Closed with explanation	Yes	No
Web	05/05/2014	Closed with explanation	Yes	No
Web	04/21/2014	Closed with explanation	Yes	No
Web	04/30/2014	Closed with explanation	Yes	No
Web	04/21/2014	Closed with monetary relief	Yes	No
Web	04/30/2014	Closed with explanation	Yes	Yes
Web	04/30/2014	Closed with monetary relief	Yes	No
Web	05/06/2014	Closed with explanation	Yes	No
Phone	05/08/2014	Closed with explanation	Yes	No
Web	04/21/2014	Closed with explanation	Yes	Yes
Web	05/08/2014	Closed with explanation	Yes	Yes
Web	05/08/2014	Closed with explanation	Yes	No
Web	04/16/2014	Closed with explanation	Yes	No
Web	05/06/2014	Closed with explanation	Yes	Yes
Web	05/06/2014	Closed with non-monetary relief	Yes	No
Web	04/21/2014	Closed with non-monetary relief	Yes	Yes

Credit Card Complaints

Based on Consumer Complaints

808760

826885

826886

826714

838889

831335

818537

826926

818542

833138

832472

839516

840128

810912

839522

839525

810928

839530

839541

810707

Credit Card Complaints

Based on Consumer Complaints

05/06/2014	Credit card
04/27/2014	Credit card
05/06/2014	Credit card
04/27/2014	Credit card
04/27/2014	Credit card
04/16/2014	Credit card
05/06/2014	Credit card
05/10/2014	Credit card
04/22/2014	Credit card
04/22/2014	Credit card
04/27/2014	Credit card
04/22/2014	Credit card
04/28/2014	Credit card
04/22/2014	Credit card
04/16/2014	Credit card
05/10/2014	Credit card
05/11/2014	Credit card
05/06/2014	Credit card
04/30/2014	Credit card
05/12/2014	Credit card
04/30/2014	Credit card
04/11/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Billing disputes

Other

Arbitration

Customer service / Customer relations

Rewards

Other

Credit determination

Billing disputes

Other

Billing disputes

Closing/Cancelling account

Billing disputes

Identity theft / Fraud / Embezzlement

Credit line increase/decrease

Advertising and marketing

Closing/Cancelling account

Other

Billing disputes

Other

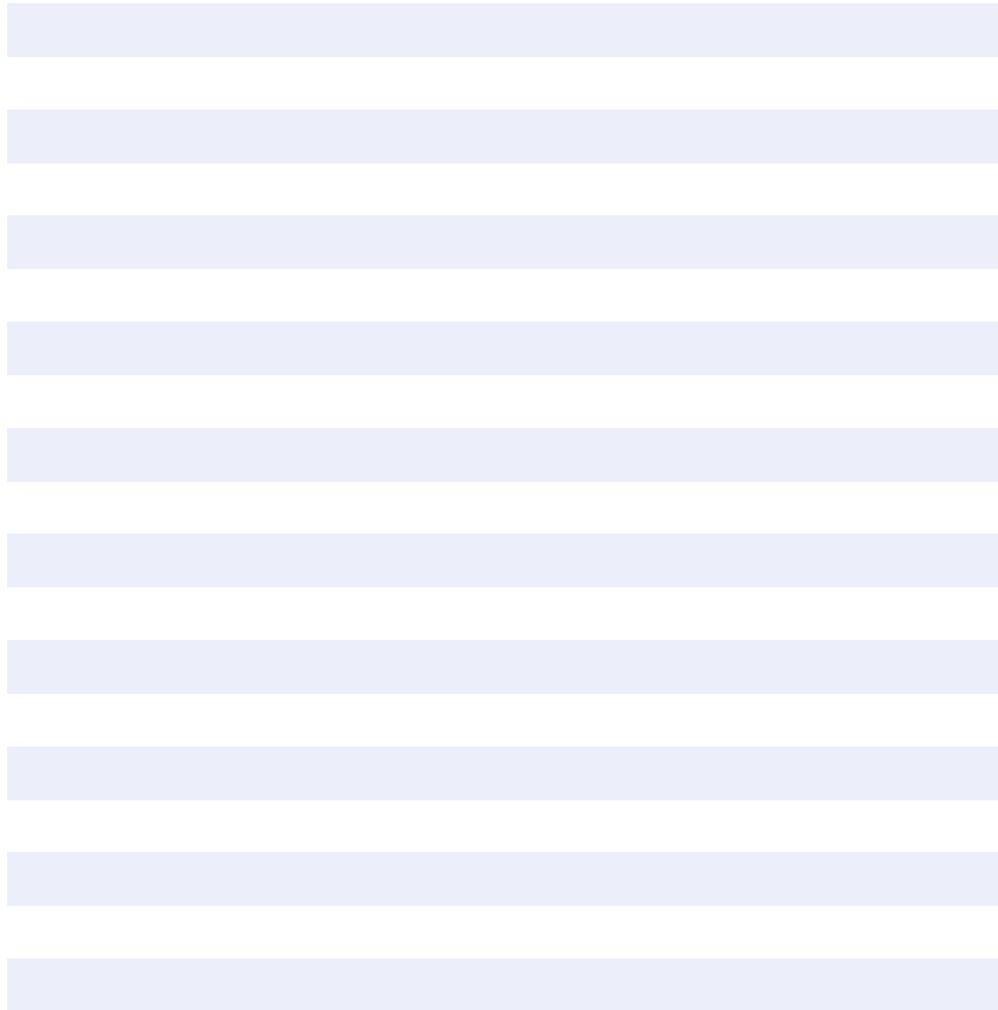
Identity theft / Fraud / Embezzlement

Late fee

Other

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Capital One	OR	97404		N/A
Capital One	IL	62040		N/A
Citibank	CA	94949		N/A
Citibank	KS	67211	Servicemember	N/A
Amex	GA	30041		N/A
Bank of America	CA	90603	Older American	N/A
Capital One	CA	90041		N/A
Citibank	NC	28027		N/A
Synchrony Financial	FL	33433		N/A
Discover	DC	20015		N/A
Amex	UT	84097		N/A
Bank of America	OH	43224		N/A
Citibank	NY	11566		N/A
Amex	MD	21163		N/A
Amex	NY	10994		N/A
Citibank	OH	43229		N/A
Synovus Bank	TX	78503		N/A
HSBC North America Holdings Inc.	NY	11937	Older American	N/A
First Data Corporation	MI	48189		N/A
Bank of America	CA	95207		N/A
Synchrony Financial	FL	32246		N/A
Citibank	CA	92545		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	05/06/2014	Closed with explanation	Yes	No
Web	04/30/2014	Closed with monetary relief	Yes	Yes
Web	05/08/2014	Closed with non-monetary relief	Yes	No
Web	04/27/2014	Closed with monetary relief	Yes	No
Web	04/27/2014	Closed with non-monetary relief	Yes	No
Web	04/16/2014	Closed with monetary relief	Yes	No
Web	05/06/2014	Closed with explanation	Yes	No
Web	05/10/2014	Closed with monetary relief	Yes	No
Web	04/25/2014	Closed with non-monetary relief	Yes	No
Postal mail	04/24/2014	Closed with explanation	Yes	No
Web	04/27/2014	Closed with explanation	Yes	No
Phone	04/25/2014	Closed with monetary relief	Yes	No
Web	04/28/2014	Closed with explanation	Yes	No
Postal mail	04/24/2014	Closed with explanation	Yes	No
Web	04/16/2014	Closed with explanation	Yes	No
Web	05/14/2014	Closed with non-monetary relief	Yes	No
Web	05/14/2014	Closed with explanation	Yes	No
Phone	05/08/2014	Closed with monetary relief	Yes	No
Web	05/05/2014	Closed with explanation	No	No
Referral	05/15/2014	Closed with explanation	Yes	No
Web	05/02/2014	Closed with monetary relief	Yes	Yes
Web	04/15/2014	Closed with non-monetary relief	Yes	No

Credit Card Complaints

Based on Consumer Complaints

839551

820542

839553

820544

820550

810619

839576

846758

818393

818671

820601

818719

828681

818726

811066

846833

846853

839689

833148

847560

832674

804541

Credit Card Complaints

Based on Consumer Complaints

05/12/2014	Credit card
04/16/2014	Credit card
04/16/2014	Credit card
04/16/2014	Credit card
04/30/2014	Credit card
04/11/2014	Credit card
05/15/2014	Credit card
04/11/2014	Credit card
04/22/2014	Credit card
05/12/2014	Credit card
04/30/2014	Credit card
05/12/2014	Credit card
04/11/2014	Credit card
05/06/2014	Credit card
05/15/2014	Credit card
04/16/2014	Credit card
05/12/2014	Credit card
05/06/2014	Credit card
04/22/2014	Credit card
04/22/2014	Credit card
05/06/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

APR or interest rate

Other fee

Credit card protection / Debt protection

Balance transfer

Delinquent account

Credit determination

Billing disputes

Credit card protection / Debt protection

Transaction issue

Billing statement

Billing disputes

Late fee

Other

Closing/Cancelling account

Transaction issue

Credit line increase/decrease

Other

Billing disputes

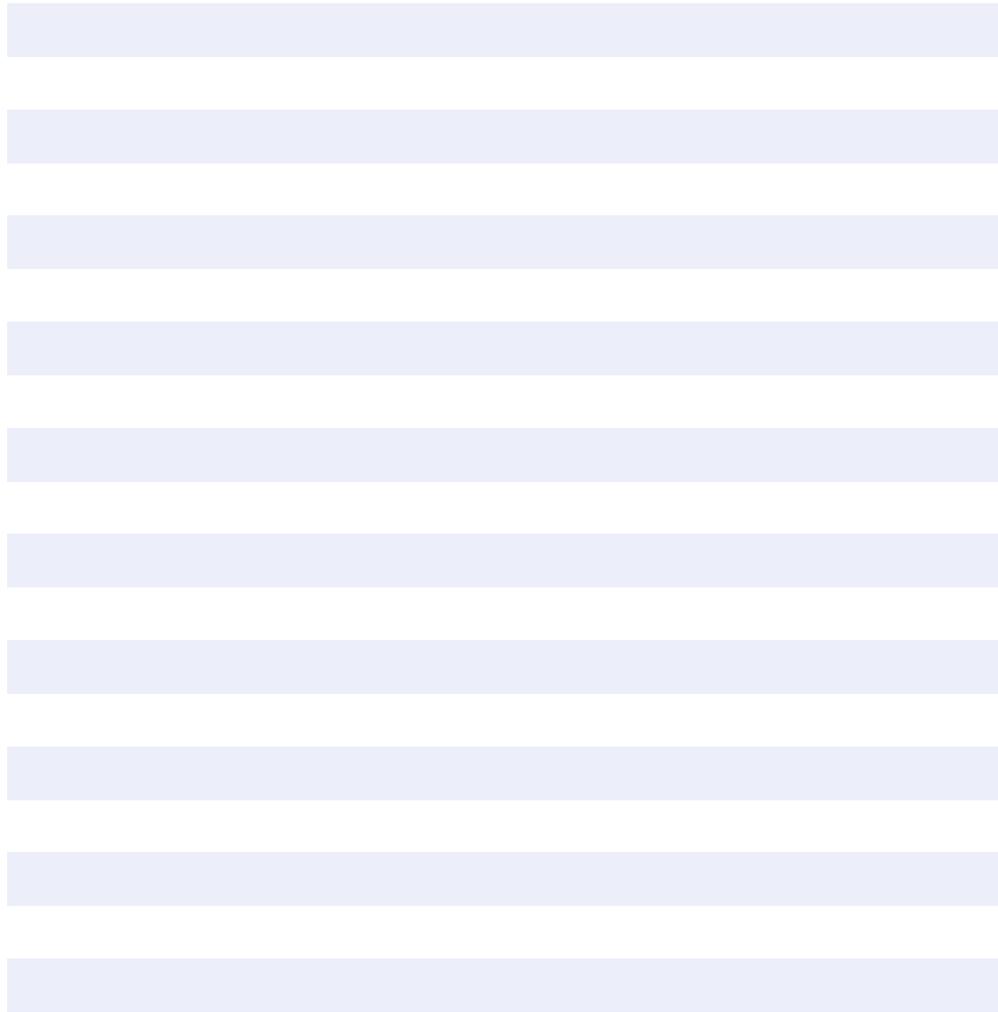
APR or interest rate

Credit line increase/decrease

Billing disputes

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Synchrony Financial	CA	92627	Older American	N/A
Amex	CA	94568		N/A
Capital One	WI	53142	Servicemember	N/A
Wells Fargo & Company	PA	17257		N/A
Capital One	VA	22201		N/A
Capital One	SC	29841	Older American	N/A
Synchrony Financial	PA	17109		N/A
Citibank	OR	97539		N/A
Capital One	NJ	07002		N/A
HSBC North America Holdings Inc.	AL	36693		N/A
Bank of America	ME	04107		N/A
Capital One	MA	01824		N/A
Bank of America	CA	91761		N/A
Citibank	CA	95667	Older American	N/A
Amex	MD	21030	Older American	N/A
U.S. Bancorp	WA	98403		N/A
Citibank	IL	62959		N/A
Citibank	NY	11691		N/A
East West Bank	MA	02472	Older American	N/A
U.S. Bancorp	OH	44256		N/A
Amex	TN	38553		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	05/12/2014	Closed with explanation	Yes	No
Phone	04/21/2014	Closed with monetary relief	Yes	No
Referral	04/21/2014	Closed with explanation	Yes	No
Referral	04/22/2014	Closed with explanation	Yes	No
Web	04/30/2014	Closed with non-monetary relief	Yes	No
Postal mail	04/15/2014	Closed with explanation	Yes	No
Web	05/20/2014	Closed with monetary relief	Yes	No
Phone	04/15/2014	Closed with monetary relief	Yes	No
Phone	04/25/2014	Closed with explanation	Yes	Yes
Web	05/16/2014	Closed with explanation	Yes	Yes
Referral	05/05/2014	Closed with explanation	Yes	No
Web	05/12/2014	Closed with monetary relief	Yes	No
Web	04/11/2014	Closed with explanation	Yes	No
Web	05/09/2014	Closed with explanation	Yes	No
Web	05/15/2014	Closed with explanation	Yes	No
Postal mail	04/22/2014	Closed with non-monetary relief	Yes	No
Web	06/17/2014	Closed with non-monetary relief	Yes	Yes
Postal mail	05/09/2014	Closed with monetary relief	Yes	No
Phone	04/25/2014	Closed with explanation	Yes	No
Web	04/22/2014	Closed with explanation	Yes	No
Phone	05/09/2014	Closed with explanation	Yes	Yes

Credit Card Complaints

Based on Consumer Complaints

847029

811280

812726

811387

832860

804749

854420

804833

819283

848526

833010

847357

804300

839025

854827

811665

849148

839060

819457

819479

840281

Credit Card Complaints

Based on Consumer Complaints

05/01/2014	Credit card
05/15/2014	Credit card
05/15/2014	Credit card
05/12/2014	Credit card
05/01/2014	Credit card
05/01/2014	Credit card
05/12/2014	Credit card
05/12/2014	Credit card
05/12/2014	Credit card
05/06/2014	Credit card
04/16/2014	Credit card
05/01/2014	Credit card
05/16/2014	Credit card
05/06/2014	Credit card
05/12/2014	Credit card
04/16/2014	Credit card
04/16/2014	Credit card
05/12/2014	Credit card
05/06/2014	Credit card
05/06/2014	Credit card
05/16/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Transaction issue

Credit line increase/decrease

APR or interest rate

Customer service / Customer relations

Credit line increase/decrease

Identity theft / Fraud / Embezzlement

Other

Billing disputes

Late fee

Late fee

Closing/Cancelling account

Arbitration

Billing disputes

Billing disputes

Identity theft / Fraud / Embezzlement

Billing disputes

Rewards

APR or interest rate

Billing disputes

Identity theft / Fraud / Embezzlement

Customer service / Customer relations

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Capital One	MD	21222		N/A
Synchrony Financial	VA	22601		N/A
Barclays PLC	NJ	08060		N/A
Bank of America	CO	81401	Older American	N/A
Amex	CA	94704		N/A
Bank of America	MD	21227		N/A
Bank of America	PA	19136		N/A
Capital One	IA	52501		N/A
Amex	WI	53151		N/A
TD Bank US Holding Company	IL	60087		N/A
Capital One	CA	90745		N/A
Bank of America	MA	02118		N/A
Discover	OH	43623	Older American	N/A
Citibank	IL	60087		N/A
Wells Fargo & Company	MO	59715		N/A
Synchrony Financial	NV	89005		N/A
Amex	OK	74604		N/A
Citibank	NE	68501		N/A
Citibank	FL	33306		N/A
JPMorgan Chase & Co.	CA	91344		N/A
Capital One	CA	94124		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	05/01/2014	Closed with monetary relief	Yes	No
Web	05/15/2014	Closed with monetary relief	Yes	No
Web	05/15/2014	Closed with non-monetary relief	Yes	No
Web	05/12/2014	Closed with monetary relief	Yes	No
Web	05/01/2014	Closed with explanation	Yes	Yes
Web	05/05/2014	Closed with explanation	Yes	No
Referral	05/15/2014	Closed with explanation	Yes	Yes
Web	05/12/2014	Closed with monetary relief	Yes	No
Web	05/12/2014	Closed with monetary relief	Yes	No
Web	05/09/2014	Closed with explanation	Yes	Yes
Web	04/22/2014	Closed with explanation	Yes	No
Web	05/05/2014	Closed with monetary relief	Yes	No
Phone	05/19/2014	Closed with explanation	Yes	No
Web	05/06/2014	Closed with explanation	Yes	Yes
Phone	05/14/2014	Closed with explanation	Yes	Yes
Web	04/22/2014	Closed with explanation	Yes	Yes
Postal mail	04/22/2014	Closed with explanation	Yes	No
Referral	05/19/2014	Closed with explanation	Yes	No
Web	05/06/2014	Closed with explanation	Yes	No
Postal mail	05/09/2014	Closed with explanation	Yes	No
Web	05/19/2014	Closed with monetary relief	Yes	No

Credit Card Complaints

Based on Consumer Complaints

833334

854685

854682

848524

833256

833761

847567

847521

847619

838976

811953

833863

855354

838977

847673

812546

812108

848755

839153

839160

856651

Credit Card Complaints

Based on Consumer Complaints

05/01/2014	Credit card
05/16/2014	Credit card
05/01/2014	Credit card
05/16/2014	Credit card
05/16/2014	Credit card
05/01/2014	Credit card
05/16/2014	Credit card
05/16/2014	Credit card
05/12/2014	Credit card
05/12/2014	Credit card
05/12/2014	Credit card
05/01/2014	Credit card
05/07/2014	Credit card
05/01/2014	Credit card
05/07/2014	Credit card
05/01/2014	Credit card
05/07/2014	Credit card
05/01/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Billing disputes

Identity theft / Fraud / Embezzlement

Other

Arbitration

Billing disputes

Billing disputes

Billing disputes

Late fee

Bankruptcy

Bankruptcy

Bankruptcy

Advertising and marketing

Billing disputes

Unsolicited issuance of credit card

Billing disputes

Closing/Cancelling account

Identity theft / Fraud / Embezzlement

Application processing delay

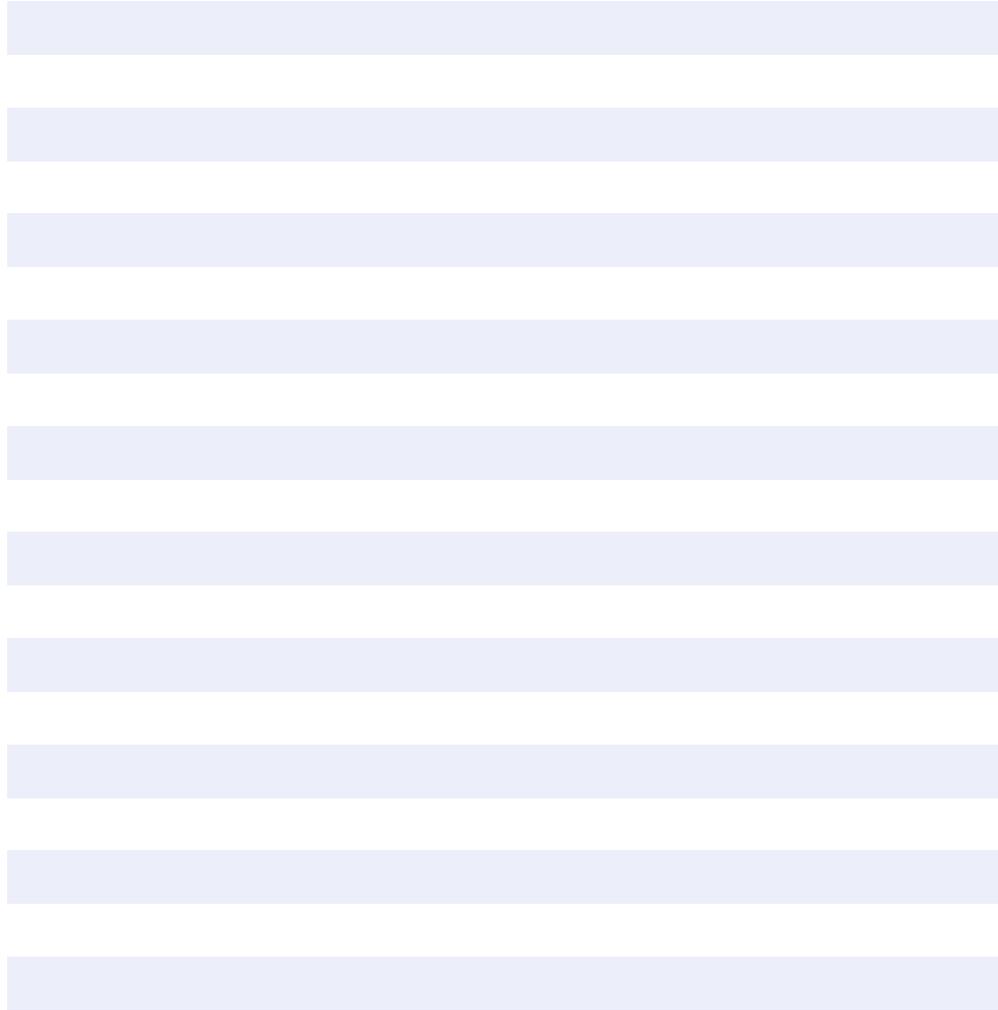
Credit determination

Advertising and marketing

Rewards

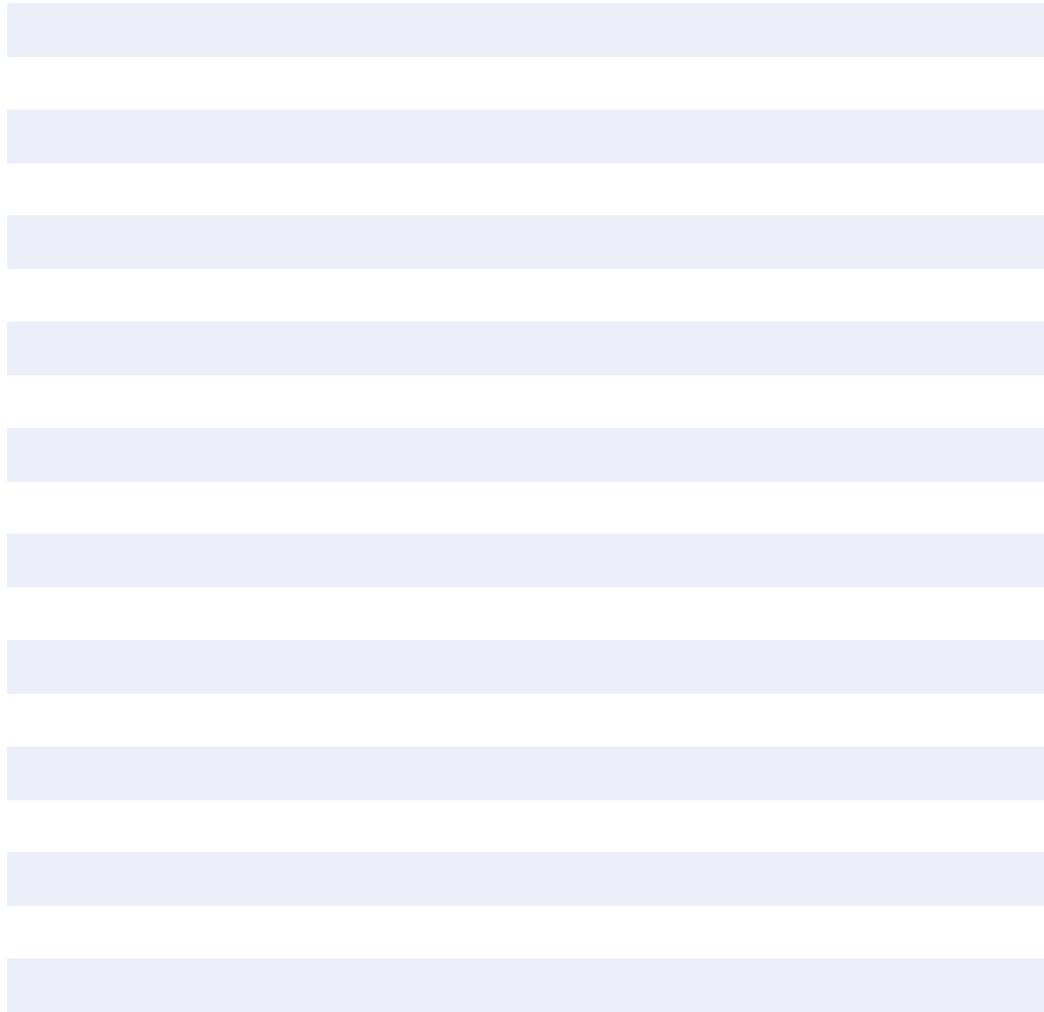
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Synchrony Financial	PA	19130		N/A
Citibank	FL	33021		N/A
Citibank	MD	20740	Older American	N/A
Citibank	MD	20784		N/A
JPMorgan Chase & Co.	OH	45237	Older American	N/A
Citibank	GA	30068	Older American	N/A
Wells Fargo & Company	NJ	07017		N/A
TD Bank US Holding Company	TN	37920		N/A
Discover	NY	12522		N/A
Synchrony Financial	NY	12522		N/A
M&T Bank Corporation	NY	12522		N/A
JPMorgan Chase & Co.	DC	20002		N/A
Synchrony Financial	FL	34677		N/A
Synchrony Financial				N/A
Synchrony Financial	OH	45406		N/A
Citibank	TN	37380		N/A
Synchrony Financial	FL	33411		N/A
U.S. Bancorp	IL	60202		N/A
Citibank	MA	02346		N/A
Discover	NY	10901		N/A
JPMorgan Chase & Co.	OH	43123		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	05/01/2014	Closed with monetary relief	Yes	No
Referral	05/19/2014	Closed with explanation	Yes	No
Postal mail	05/06/2014	Closed with explanation	Yes	No
Web	05/20/2014	Closed with explanation	Yes	Yes
Web	05/16/2014	Closed with monetary relief	Yes	No
Fax	05/05/2014	Closed with explanation	Yes	Yes
Referral	05/20/2014	Closed with monetary relief	Yes	No
Referral	05/20/2014	Closed with monetary relief	Yes	No
Referral	05/15/2014	Closed with explanation	Yes	No
Referral	05/15/2014	Closed with explanation	Yes	No
Referral	05/15/2014	Closed with explanation	Yes	No
Web	05/06/2014	Closed with explanation	Yes	Yes
Web	05/07/2014	Closed with explanation	Yes	Yes
Phone	05/06/2014	Closed with explanation	Yes	No
Web	05/09/2014	Closed with explanation	Yes	Yes
Web	05/01/2014	Closed with explanation	Yes	No
Web	05/12/2014	Closed with explanation	Yes	No
Web	05/12/2014	Closed with explanation	Yes	No
Web	05/27/2014	Closed with monetary relief	Yes	No
Web	05/07/2014	Closed with explanation	Yes	No
Web	05/01/2014	Closed with non-monetary relief	Yes	No

Credit Card Complaints

Based on Consumer Complaints

834170

855240

834211

855696

855704

834908

855795

855800

847695

847696

847698

833304

841526

834528

841646

834594

841984

840955

842056

842069

834677

Credit Card Complaints

Based on Consumer Complaints

05/01/2014	Credit card
05/01/2014	Credit card
05/01/2014	Credit card
05/07/2014	Credit card
05/07/2014	Credit card
05/02/2014	Credit card
05/02/2014	Credit card
05/12/2014	Credit card
05/07/2014	Credit card
05/02/2014	Credit card
05/12/2014	Credit card
05/02/2014	Credit card
05/07/2014	Credit card
05/12/2014	Credit card
05/12/2014	Credit card
05/12/2014	Credit card
05/07/2014	Credit card
05/13/2014	Credit card
06/20/2014	Credit card
05/02/2014	Credit card
05/02/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Other

Privacy

Identity theft / Fraud / Embezzlement

Billing disputes

Rewards

Billing statement

Billing disputes

Bankruptcy

APR or interest rate

Customer service / Customer relations

Other

Other

Delinquent account

Identity theft / Fraud / Embezzlement

Closing/Cancelling account

Balance transfer

Billing disputes

Other

Other fee

Advertising and marketing

Billing disputes

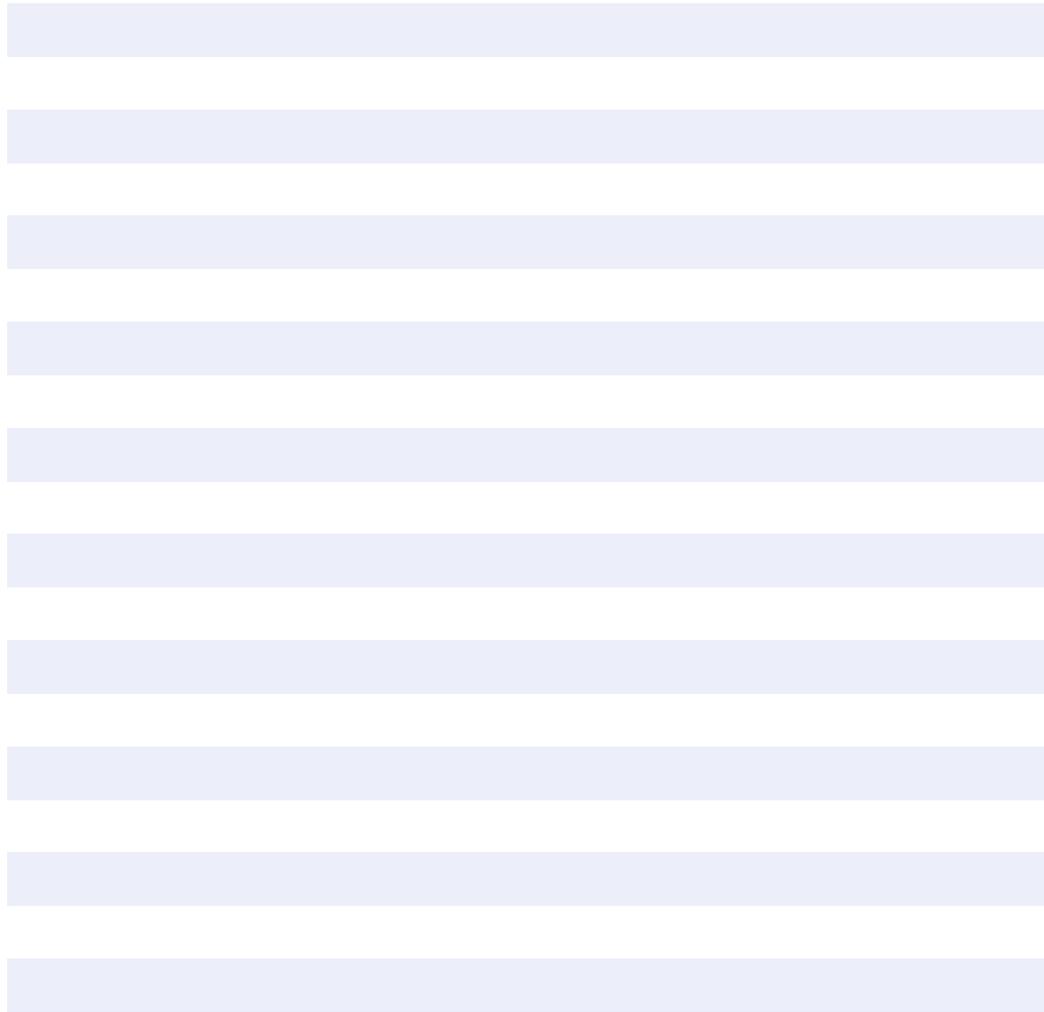
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Citibank	CA	95949		N/A
Citibank	CA	94117		N/A
U.S. Bancorp	OR	97205		N/A
JPMorgan Chase & Co.	IL	60202		N/A
TD Bank US Holding Company	FL	33176		N/A
Citibank	NY	12401		N/A
Discover	CA	92637		N/A
TD Bank US Holding Company	NY	12522		N/A
JPMorgan Chase & Co.	MS	39073		N/A
Pentagon FCU	CA	94611		N/A
Bank of America	SC	29577		N/A
HSBC North America Holdings Inc.	NY	10034		N/A
U.S. Bancorp	SD	57718		N/A
Synchrony Financial	CA	94121		N/A
HSBC North America Holdings Inc.	NY	14043		N/A
USAA Savings	SC	29048		N/A
Synchrony Financial	TN	37620		N/A
JPMorgan Chase & Co.	NE	68504		N/A
Citibank	FL	33154		N/A
Amex	OH	45327		N/A
Synchrony Financial	AR	72112	Older American,	N/A

Credit Card Complaints

Based on Consumer Complaints

Web	05/01/2014	Closed with monetary relief	Yes	No
Web	05/01/2014	Closed with explanation	Yes	No
Phone	05/06/2014	Closed with explanation	Yes	No
Referral	05/12/2014	Closed with explanation	Yes	No
Web	05/07/2014	Closed with non-monetary relief	Yes	No
Web	05/06/2014	Closed with monetary relief	Yes	No
Web	05/05/2014	Closed with explanation	Yes	No
Referral	05/15/2014	Closed with explanation	Yes	No
Web	05/07/2014	Closed with explanation	Yes	No
Web	05/02/2014	Closed with explanation	Yes	Yes
Postal mail	05/15/2014	Closed with explanation	Yes	No
Web	05/02/2014	Closed with explanation	Yes	No
Web	05/12/2014	Closed with non-monetary relief	Yes	No
Web	05/15/2014	Closed with explanation	Yes	No
Web	05/12/2014	Closed with explanation	Yes	No
Web	05/15/2014	Closed with explanation	Yes	Yes
Referral	05/12/2014	Closed with monetary relief	Yes	No
Web	05/13/2014	Closed with explanation	Yes	No
Referral	06/24/2014	Closed with monetary relief	Yes	No
Web	05/02/2014	Closed with explanation	Yes	No
Phone	05/06/2014	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

833371

833306

834760

841142

841113

836640

835475

847707

842355

835402

848254

835539

841371

848304

848428

848483

841087

850811

903474

835820

835841

Credit Card Complaints

Based on Consumer Complaints

05/02/2014	Credit card
05/13/2014	Credit card
05/07/2014	Credit card
05/07/2014	Credit card
05/07/2014	Credit card
05/08/2014	Credit card
05/08/2014	Credit card
05/02/2014	Credit card
05/22/2014	Credit card
05/22/2014	Credit card
05/02/2014	Credit card
05/13/2014	Credit card
05/16/2014	Credit card
05/16/2014	Credit card
05/13/2014	Credit card
05/22/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

APR or interest rate

Closing/Cancelling account

Identity theft / Fraud / Embezzlement

Identity theft / Fraud / Embezzlement

Identity theft / Fraud / Embezzlement

Other

Delinquent account

Sale of account

Transaction issue

Transaction issue

Credit line increase/decrease

Billing statement

Closing/Cancelling account

Unsolicited issuance of credit card

Unsolicited issuance of credit card

Customer service / Customer relations

Other

Closing/Cancelling account

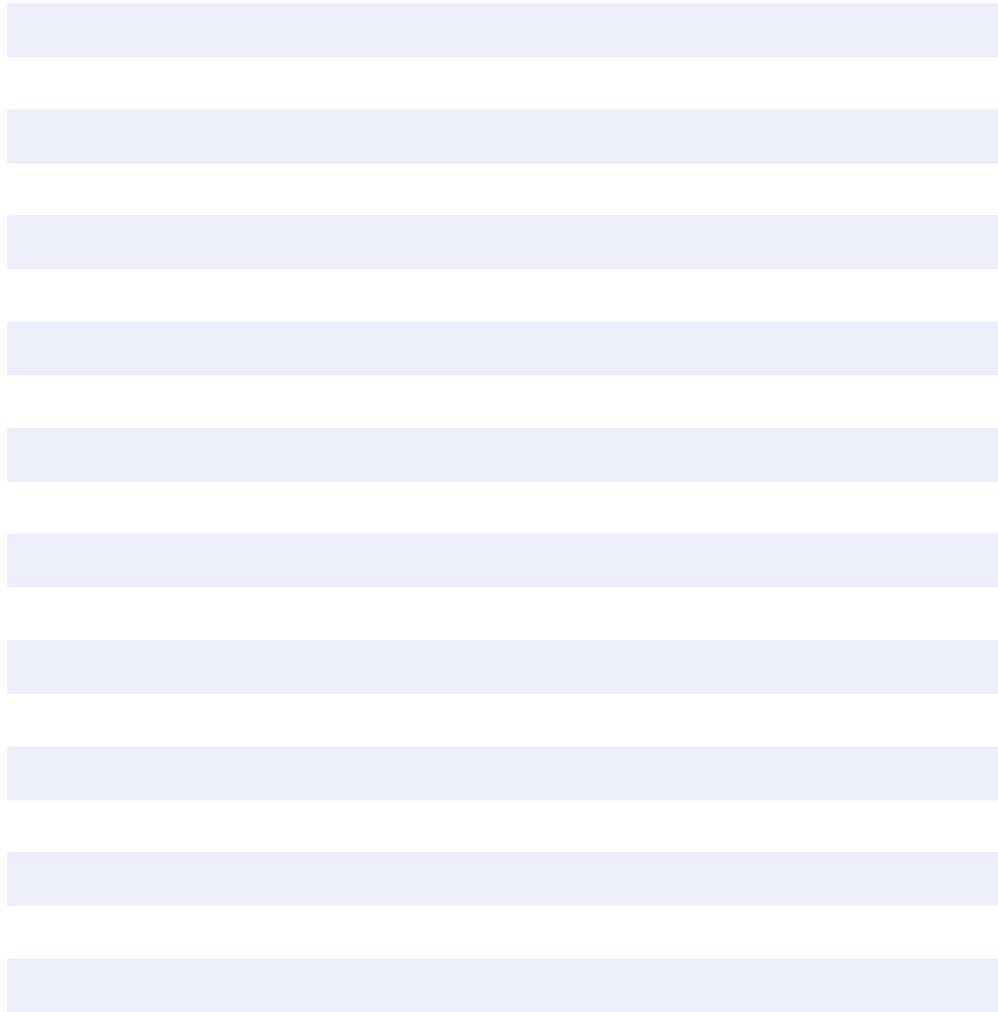
Other

Delinquent account

Billing statement

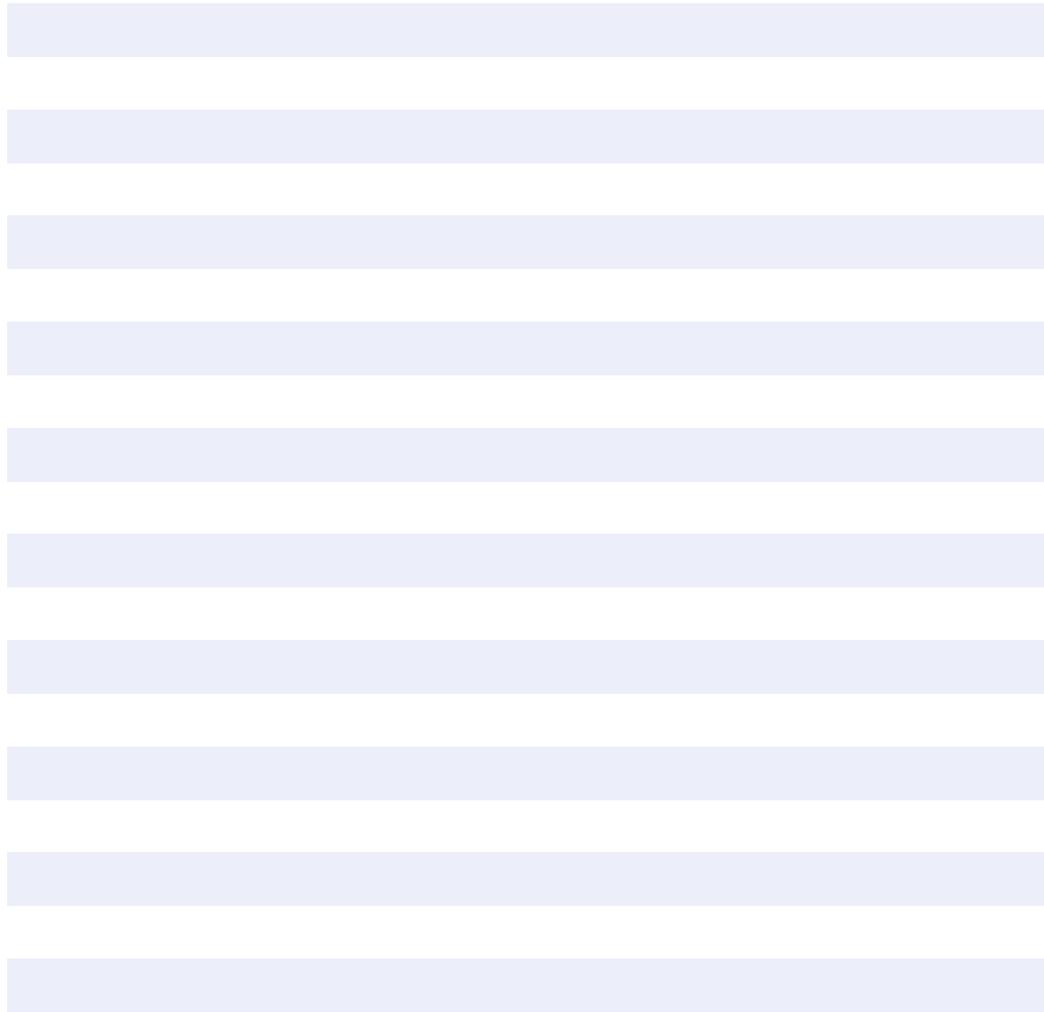
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

			Servicemember	
Wells Fargo & Company	MN	56379		N/A
JPMorgan Chase & Co.	FL	33498	Older American	N/A
Wells Fargo & Company	NE	68134		N/A
Capital One	HI	96753		N/A
Discover	FL	32566	Older American	N/A
Synchrony Financial	CA	90004		N/A
Amex	TN	37027		N/A
HSBC North America Holdings Inc.	TX	77263		N/A
U.S. Bancorp	OR	97209		N/A
Amex	TX	75232		N/A
Wells Fargo & Company	CA	95476		N/A
Bank of America	FL	33065		N/A
Synchrony Financial	NM	87123		N/A
JPMorgan Chase & Co.	FL	33119		N/A
Citibank	NY	10031		N/A
NCC Business Services, Inc.	TX	77047		N/A
Discover	AL	36605		N/A
Bank of America	FL	33166		N/A
Capital One	AL	36605		N/A
Capital One	TX	77346		N/A
First National Bank of Omaha	WA	99004		N/A

Credit Card Complaints

Based on Consumer Complaints

Referral	05/06/2014	Closed with explanation	Yes	No
Web	05/15/2014	Closed with explanation	Yes	No
Referral	05/13/2014	Closed with monetary relief	Yes	No
Referral	05/12/2014	Closed with monetary relief	Yes	Yes
Referral	05/12/2014	Closed with monetary relief	Yes	No
Web	05/08/2014	Closed with explanation	Yes	No
Web	05/08/2014	Closed with explanation	Yes	No
Web	05/02/2014	Closed with explanation	Yes	Yes
Web	05/23/2014	Closed with explanation	Yes	No
Web	05/22/2014	Closed with explanation	Yes	No
Phone	05/06/2014	Closed with explanation	Yes	No
Web	05/13/2014	Closed with explanation	Yes	No
Postal mail	05/20/2014	Closed with explanation	Yes	No
Web	05/16/2014	Closed with explanation	Yes	No
Web	05/13/2014	Closed with explanation	Yes	No
Web	05/27/2014	Closed with explanation	Yes	No
Web	05/27/2014	Closed with non-monetary relief	Yes	No
Web	05/22/2014	Closed with explanation	Yes	No
Web	05/22/2014	Closed with explanation	Yes	No
Referral	05/27/2014	Closed with explanation	Yes	No
Web	05/22/2014	Closed with explanation	Yes	Yes

Credit Card Complaints

Based on Consumer Complaints

835963

849476

842882

842900

842902

843558

843605

834984

864071

864102

836358

849923

855911

855924

850085

865428

865482

864490

865485

864561

864582

Credit Card Complaints

Based on Consumer Complaints

05/16/2014	Credit card
05/28/2014	Credit card
05/16/2014	Credit card
05/22/2014	Credit card
06/03/2014	Credit card
05/17/2014	Credit card
05/17/2014	Credit card
05/22/2014	Credit card
05/22/2014	Credit card
05/29/2014	Credit card
06/03/2014	Credit card
05/29/2014	Credit card
05/18/2014	Credit card
05/22/2014	Credit card
05/23/2014	Credit card
05/22/2014	Credit card
06/09/2014	Credit card
05/19/2014	Credit card
05/19/2014	Credit card
06/03/2014	Credit card
05/22/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Other

APR or interest rate

Customer service / Customer relations

Other fee

Delinquent account

Identity theft / Fraud / Embezzlement

Billing disputes

Identity theft / Fraud / Embezzlement

Other

Other fee

Delinquent account

Other

Identity theft / Fraud / Embezzlement

Credit line increase/decrease

Identity theft / Fraud / Embezzlement

Billing disputes

Billing disputes

APR or interest rate

Identity theft / Fraud / Embezzlement

Billing disputes

Delinquent account

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Bank of America	CA	94507		N/A
Army and Air Force Exchange Service	KY	40121	Servicemember	N/A
Wells Fargo & Company	CA	94605		N/A
Capital One	FL	33181		N/A
Sharinn & Lipshie, P.C.	NY	11235		N/A
Discover	IL	60639		N/A
JPMorgan Chase & Co.	NC	28704	Older American	N/A
Capital One	FL	33613		N/A
Bank of America	AZ	85364	Older American	N/A
Fifth Third Financial Corporation	IN	47167	Older American	N/A
Citibank	TX	75019		N/A
Capital One	MA	02026		N/A
Barclays PLC	GA	30189		N/A
Capital One	MI	48221		N/A
Barclays PLC	PA	18080		N/A
Amex	OR	97304	Older American	N/A
Synchrony Financial	PA	17034		N/A
JPMorgan Chase & Co.	CO	80601	Servicemember	N/A
Wells Fargo & Company	FL	33189		N/A
TD Bank US Holding Company	NY	11967		N/A
TD Bank US Holding Company	NV	89123		N/A

Credit Card Complaints

Based on Consumer Complaints

Referral	05/20/2014	Closed with monetary relief	Yes	No
Web	05/28/2014	Closed with explanation	Yes	No
Referral	05/20/2014	Closed with monetary relief	Yes	No
Web	05/22/2014	Closed with monetary relief	Yes	No
Web	06/05/2014	Closed with explanation	Yes	No
Web	05/17/2014	Closed with non-monetary relief	Yes	No
Web	05/20/2014	Closed with monetary relief	Yes	No
Web	06/24/2014	Closed with explanation	Yes	No
Phone	05/27/2014	Closed with explanation	Yes	No
Web	05/29/2014	Closed with monetary relief	Yes	No
Postal mail	06/09/2014	Closed with explanation	Yes	No
Web	05/29/2014	Closed with explanation	Yes	No
Web	05/20/2014	Closed with monetary relief	Yes	No
Web	05/22/2014	Closed with explanation	Yes	Yes
Web	05/23/2014	Closed with monetary relief	Yes	No
Web	06/04/2014	Closed with monetary relief	Yes	No
Web	06/11/2014	Closed with monetary relief	Yes	No
Web	05/20/2014	Closed with explanation	Yes	Yes
Web	05/19/2014	Closed with monetary relief	Yes	No
Web	06/06/2014	Closed with explanation	Yes	Yes
Web	05/28/2014	Closed with explanation	Yes	Yes

Credit Card Complaints

Based on Consumer Complaints

856599

871073

856490

864915

878945

857144

857176

865027

865061

871907

878676

872018

857509

863972

866138

865280

886459

857655

857657

879283

865328

Credit Card Complaints

Based on Consumer Complaints

05/19/2014	Credit card
05/23/2014	Credit card
06/03/2014	Credit card
05/23/2014	Credit card
06/09/2014	Credit card
05/23/2014	Credit card
05/23/2014	Credit card
05/23/2014	Credit card
05/29/2014	Credit card
06/09/2014	Credit card
06/09/2014	Credit card
06/10/2014	Credit card
06/09/2014	Credit card
05/29/2014	Credit card
06/04/2014	Credit card
06/09/2014	Credit card
05/29/2014	Credit card
05/29/2014	Credit card
05/29/2014	Credit card
05/19/2014	Credit card
06/09/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Billing disputes

Advertising and marketing

APR or interest rate

Other

APR or interest rate

Identity theft / Fraud / Embezzlement

Application processing delay

Identity theft / Fraud / Embezzlement

Closing/Cancelling account

Credit card protection / Debt protection

Late fee

Other

Credit line increase/decrease

Rewards

Billing disputes

Billing disputes

Closing/Cancelling account

Late fee

APR or interest rate

APR or interest rate

Transaction issue

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Bank of America	VA	22551		N/A
Amex	FL	34786		N/A
Citibank	NE	68504		N/A
PNC Bank N.A.	GA	30075		N/A
Wells Fargo & Company	CA	91792		N/A
Capital One	FL	33025		N/A
Bank of America	IL	60651		N/A
PayPal Holdings, Inc.	CA	92507		N/A
Synchrony Financial	NY	11692		N/A
Synchrony Financial	CT	06710		N/A
Synovus Bank	NM	87195		N/A
Capital One	AZ	85117		N/A
Amex	CA	92024	Older American	N/A
Amex	NY	14127		N/A
Citibank	OH	43110		N/A
Citibank	NY	10598		N/A
JPMorgan Chase & Co.	NY	11219		N/A
Barclays PLC	NY	12551		N/A
Barclays PLC	VA	23060		N/A
TD Bank US Holding Company	CA	92131		N/A
Barclays PLC	TX	77302		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	05/19/2014	Closed with explanation	Yes	Yes
Web	05/23/2014	Closed with explanation	Yes	Yes
Web	06/03/2014	Closed with explanation	Yes	No
Web	05/23/2014	Closed with explanation	Yes	No
Phone	06/11/2014	Closed with monetary relief	Yes	No
Web	05/28/2014	Closed with explanation	Yes	No
Web	05/23/2014	Closed with explanation	Yes	No
Referral	05/28/2014	Closed with explanation	Yes	No
Postal mail	06/03/2014	Closed with explanation	Yes	No
Web	06/09/2014	Closed with non-monetary relief	Yes	No
Referral	06/11/2014	Closed with monetary relief	Yes	Yes
Web	06/10/2014	Closed with explanation	Yes	No
Web	06/11/2014	Closed with explanation	Yes	No
Referral	06/03/2014	Closed with monetary relief	Yes	No
Web	06/04/2014	Closed with monetary relief	Yes	No
Phone	06/11/2014	Closed with explanation	Yes	Yes
Web	05/29/2014	Closed with explanation	Yes	No
Postal mail	06/03/2014	Closed with monetary relief	Yes	No
Web	05/29/2014	Closed with explanation	Yes	Yes
Web	05/21/2014	Closed with explanation	Yes	Yes
Web	06/09/2014	Closed with monetary relief	Yes	No

Credit Card Complaints

Based on Consumer Complaints

857700

865977

879343

866005

885805

867317

865872

866201

873744

885679

885763

888627

886808

872605

879899

885705

872672

872686

872747

859872

886988

Credit Card Complaints

Based on Consumer Complaints

06/04/2014	Credit card
06/04/2014	Credit card
05/29/2014	Credit card
06/10/2014	Credit card
06/10/2014	Credit card
05/29/2014	Credit card
06/10/2014	Credit card
05/20/2014	Credit card
06/04/2014	Credit card
06/16/2014	Credit card
06/04/2014	Credit card
05/29/2014	Credit card
06/04/2014	Credit card
06/10/2014	Credit card
05/29/2014	Credit card
06/04/2014	Credit card
06/10/2014	Credit card
05/29/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Payoff process

Closing/Cancelling account

Closing/Cancelling account

Delinquent account

Forbearance / Workout plans

Billing disputes

Delinquent account

APR or interest rate

Other fee

Other

Billing disputes

Credit card protection / Debt protection

Late fee

Unsolicited issuance of credit card

Billing disputes

Billing disputes

Closing/Cancelling account

Identity theft / Fraud / Embezzlement

Advertising and marketing

Unsolicited issuance of credit card

APR or interest rate

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Capital One	VA	22079	Older American	N/A
JPMorgan Chase & Co.	MN	55362		N/A
Capital One	FL	34235		N/A
Bank of America	NC	28204	Older American	N/A
Citibank	IL	61701		N/A
Citibank	NJ	08550	Older American	N/A
JPMorgan Chase & Co.	FL	32082		N/A
Citibank	ND	58078		N/A
Bank of America	CA	95826	Older American	N/A
Capital One	FL	33711	Older American	N/A
TD Bank US Holding Company	NJ	07081	Older American	N/A
Amex	FL	34681		N/A
Citibank	MA	01464		N/A
Synchrony Financial	CO	80227		N/A
JPMorgan Chase & Co.	MA	02196		N/A
Capital One	FL	33306		N/A
Synovus Bank	NY	14094		N/A
Discover	MD	21037	Older American	N/A
Barclays PLC	AZ	85310		N/A
JPMorgan Chase & Co.	FL	32824		N/A
Bank of America	NC	27518		N/A

Credit Card Complaints

Based on Consumer Complaints

Postal mail	06/06/2014	Closed with monetary relief	Yes	No
Web	06/04/2014	Closed with explanation	Yes	No
Web	05/29/2014	Closed with non-monetary relief	Yes	Yes
Web	06/10/2014	Closed with explanation	Yes	No
Web	06/10/2014	Closed with explanation	Yes	Yes
Web	05/29/2014	Closed with monetary relief	Yes	No
Web	06/10/2014	Closed with explanation	Yes	No
Web	06/11/2014	Closed with explanation	Yes	No
Referral	06/11/2014	Closed with explanation	Yes	No
Web	06/10/2014	Closed with explanation	Yes	No
Web	05/21/2014	Closed with non-monetary relief	Yes	Yes
Web	06/06/2014	Closed with monetary relief	Yes	No
Web	06/16/2014	Closed with monetary relief	Yes	No
Web	06/04/2014	Closed with explanation	Yes	No
Referral	06/04/2014	Closed with explanation	Yes	No
Web	06/04/2014	Closed with explanation	Yes	No
Web	06/11/2014	Closed with explanation	Yes	No
Web	05/29/2014	Closed with explanation	Yes	No
Web	06/04/2014	Closed with explanation	Yes	No
Web	06/10/2014	Closed with explanation	Yes	No
Web	05/29/2014	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

879958

880412

872908

889390

887738

871747

889310

887784

889326

887804

860777

880689

895819

880725

872624

881396

887509

873238

880938

889391

871796

Credit Card Complaints

Based on Consumer Complaints

06/10/2014	Credit card
06/10/2014	Credit card
05/19/2014	Credit card
05/14/2014	Credit card
05/14/2014	Credit card
05/14/2014	Credit card
05/19/2014	Credit card
05/14/2014	Credit card
05/19/2014	Credit card
05/19/2014	Credit card
05/14/2014	Credit card
05/19/2014	Credit card
05/20/2014	Credit card
05/20/2014	Credit card
05/20/2014	Credit card
05/14/2014	Credit card
05/20/2014	Credit card
05/14/2014	Credit card
05/14/2014	Credit card
05/20/2014	Credit card
05/23/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Other

Billing statement

APR or interest rate

Delinquent account

Identity theft / Fraud / Embezzlement

Billing disputes

APR or interest rate

Other

Billing disputes

Forbearance / Workout plans

Billing disputes

Other

Late fee

Closing/Cancelling account

Identity theft / Fraud / Embezzlement

Credit line increase/decrease

Other

Payoff process

Transaction issue

Other fee

Billing disputes

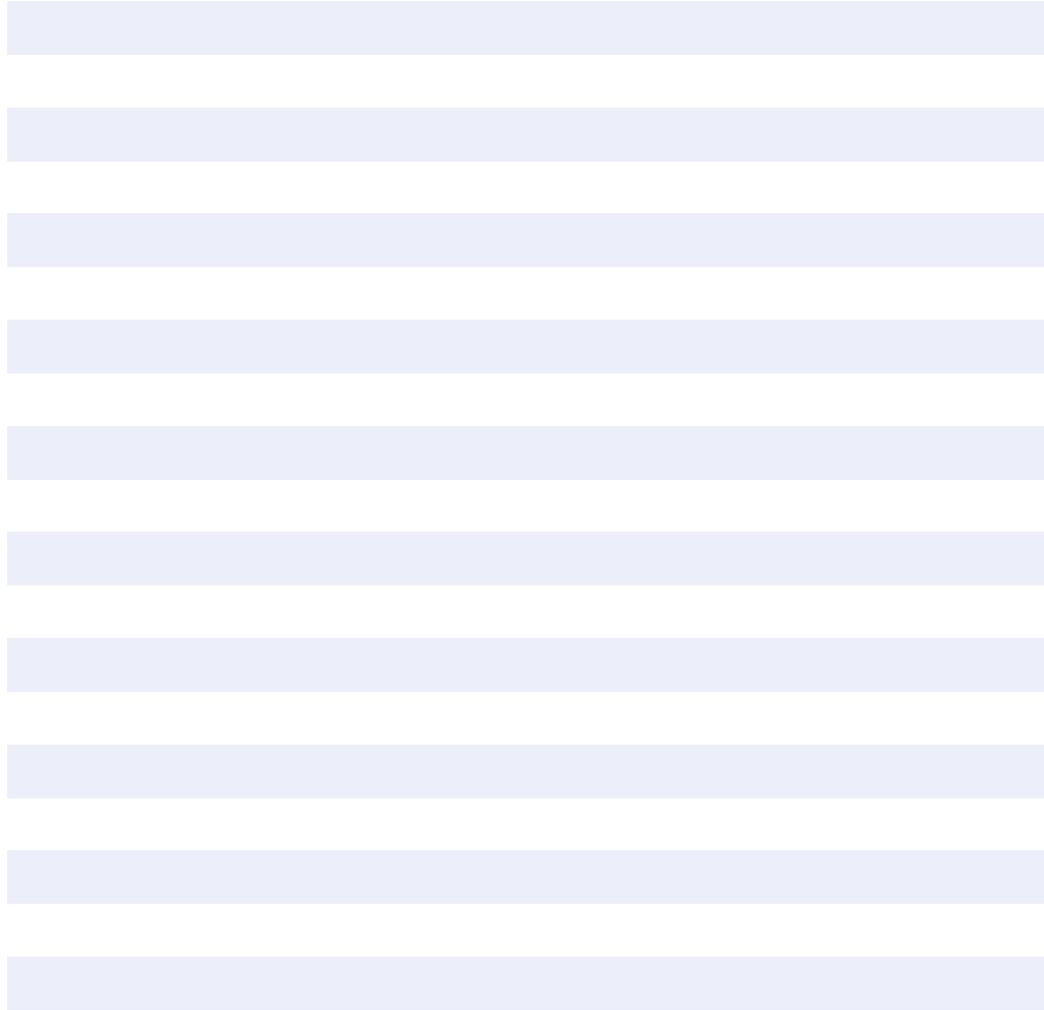
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Wells Fargo & Company	NY	10021		N/A
Citibank	NY	11208		N/A
Wells Fargo & Company	NY	10027		N/A
Citibank	FL	33076		N/A
Capital One	CA	93720		N/A
Synchrony Financial	GA	30228		N/A
Synchrony Financial	NC	28516		N/A
Wells Fargo & Company	IN	46251		N/A
Bank of America	IL	62650		N/A
Citibank	NY	11228	Older American	N/A
JPMorgan Chase & Co.	FL	33306		N/A
Citizens Financial Group, Inc.	NY	14612	Older American	N/A
Wells Fargo & Company	MD	20707		N/A
Capital One	ND	58503		N/A
Discover	NY	11801		N/A
Citibank	CA	90039		N/A
Bank of America	MA	01301		N/A
Bank of America	FL	33433		N/A
Bank of America	FL	32137	Older American	N/A
Bank of America	TX	78749		N/A
JPMorgan Chase & Co.	NJ	08232		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	06/10/2014	Closed with explanation	Yes	No
Web	06/12/2014	Closed with explanation	Yes	No
Web	05/19/2014	Closed with monetary relief	Yes	No
Web	05/14/2014	Closed with monetary relief	Yes	No
Web	05/15/2014	Closed with explanation	Yes	No
Web	05/14/2014	Closed with non-monetary relief	Yes	No
Postal mail	05/21/2014	Closed with monetary relief	Yes	No
Web	05/15/2014	Closed with explanation	Yes	No
Referral	05/21/2014	Closed with explanation	Yes	No
Phone	05/21/2014	Closed with explanation	Yes	No
Web	05/16/2014	Closed with explanation	Yes	No
Web	05/22/2014	Closed with explanation	Yes	No
Web	05/20/2014	Closed with explanation	Yes	No
Web	05/27/2014	Closed with monetary relief	Yes	No
Web	05/20/2014	Closed with monetary relief	Yes	No
Referral	05/16/2014	Closed with explanation	Yes	No
Web	05/29/2014	Closed with explanation	Yes	No
Referral	05/16/2014	Closed with monetary relief	Yes	No
Web	05/14/2014	Closed with explanation	Yes	No
Web	05/20/2014	Closed with explanation	Yes	No
Referral	05/28/2014	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

888260

888434

858334

852850

851318

851326

858534

851216

858631

858743

853002

858957

859999

860012

860018

851883

861420

851898

851616

860284

866500

Credit Card Complaints

Based on Consumer Complaints

05/14/2014	Credit card
06/04/2014	Credit card
05/30/2014	Credit card
05/20/2014	Credit card
05/20/2014	Credit card
05/23/2014	Credit card
05/30/2014	Credit card
06/05/2014	Credit card
06/20/2014	Credit card
05/23/2014	Credit card
05/20/2014	Credit card
05/30/2014	Credit card
06/10/2014	Credit card
06/16/2014	Credit card
06/20/2014	Credit card
06/16/2014	Credit card
05/20/2014	Credit card
06/10/2014	Credit card
05/15/2014	Credit card
06/16/2014	Credit card
05/15/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Customer service / Customer relations

APR or interest rate

Billing disputes

Credit determination

Credit determination

Identity theft / Fraud / Embezzlement

Billing disputes

Identity theft / Fraud / Embezzlement

Other

Credit line increase/decrease

Other fee

APR or interest rate

Advertising and marketing

Credit determination

Closing/Cancelling account

Billing disputes

Closing/Cancelling account

Billing disputes

Unsolicited issuance of credit card

Credit determination

Other

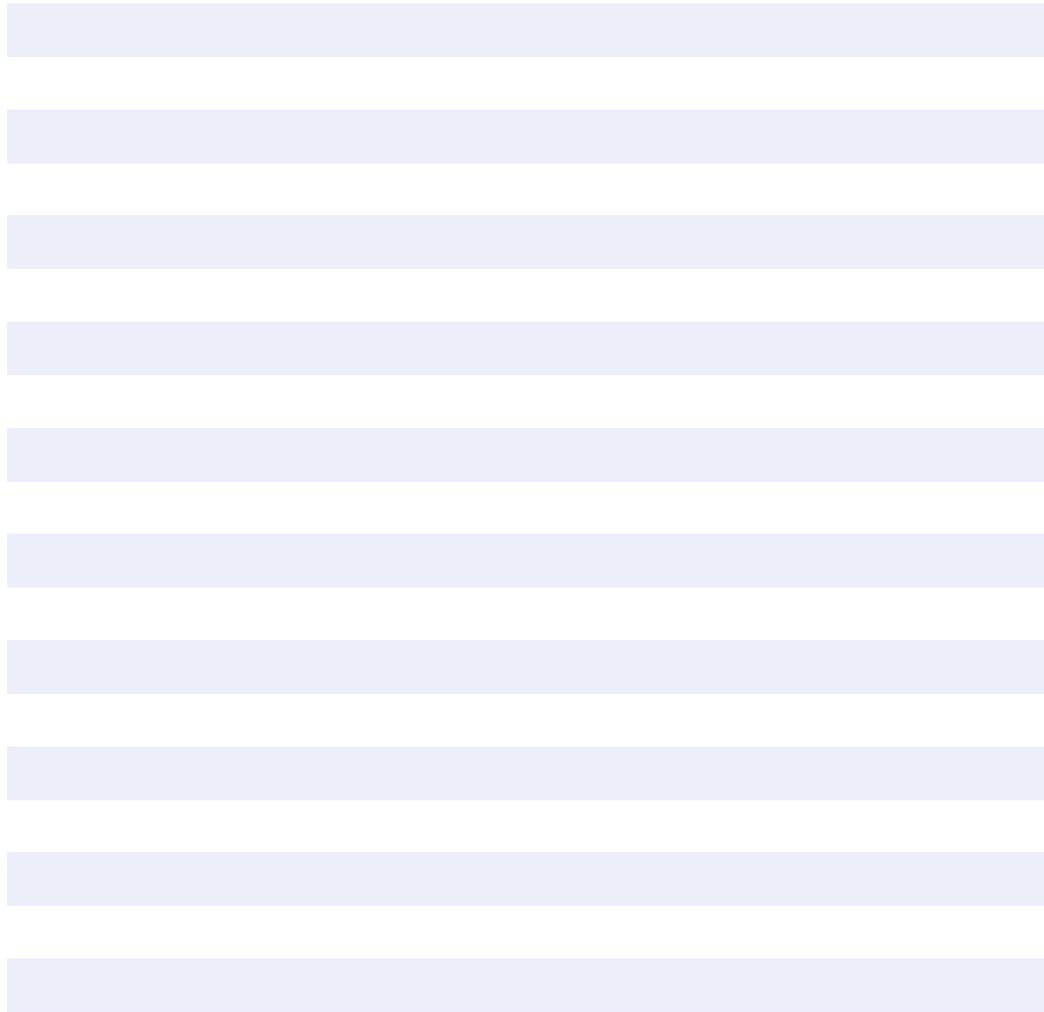
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Bank of America	NY	10475	Older American	N/A
Amex	CA	94119		N/A
Capital One	WI	54529		N/A
Citibank	CA	93637		N/A
Synchrony Financial	CA	93637		N/A
Capital One	MO	64063		N/A
Capital One	FL	33306		N/A
Citibank	FL	32771		N/A
Bank of America	IA	52245		N/A
Bank of America	MN	55115	Older American	N/A
Capital One	OR	97219		N/A
JPMorgan Chase & Co.	VA	22193		N/A
Bank of America	FL	33193	Older American	N/A
Citibank	TX	75019		N/A
First National Bank of Omaha	CA	92104	Older American	N/A
Capital One	WA	98030		N/A
Synchrony Financial	HI	96793		N/A
JPMorgan Chase & Co.	FL	33418	Older American	N/A
Synchrony Financial	NV	89032		N/A
Amex	CA	95610		N/A
Wells Fargo & Company	FL	33458		N/A

Credit Card Complaints

Based on Consumer Complaints

Phone	05/16/2014	Closed with explanation	Yes	No
Phone	06/09/2014	Closed with explanation	Yes	Yes
Postal mail	06/05/2014	Closed with monetary relief	Yes	No
Postal mail	05/21/2014	Closed with explanation	Yes	No
Postal mail	05/21/2014	Closed with explanation	Yes	No
Web	05/28/2014	Closed with explanation	Yes	No
Web	06/04/2014	Closed with explanation	Yes	No
Web	06/05/2014	Closed with explanation	Yes	No
Postal mail	06/24/2014	Closed with explanation	Yes	No
Web	05/23/2014	Closed with explanation	Yes	No
Web	05/20/2014	Closed with monetary relief	Yes	No
Web	05/30/2014	Closed with explanation	Yes	No
Web	06/10/2014	Closed with explanation	Yes	No
Web	06/16/2014	Closed with explanation	Yes	No
Phone	06/24/2014	Closed with explanation	Yes	Yes
Phone	06/18/2014	Closed with non-monetary relief	Yes	No
Web	05/20/2014	Closed with non-monetary relief	Yes	No
Fax	06/12/2014	Closed with explanation	Yes	Yes
Web	05/19/2014	Closed with explanation	Yes	No
Web	06/18/2014	Closed with explanation	Yes	No
Referral	05/19/2014	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

852324

881169

874616

860546

860547

866735

875399

881918

904058

866865

860715

874890

888826

896639

903405

896660

861765

887668

853449

895849

854283

Credit Card Complaints

Based on Consumer Complaints

06/10/2014	Credit card
05/21/2014	Credit card
05/26/2014	Credit card
06/18/2014	Credit card
05/24/2014	Credit card
06/16/2014	Credit card
05/25/2014	Credit card
05/25/2014	Credit card
05/25/2014	Credit card
06/11/2014	Credit card
05/25/2014	Credit card
05/30/2014	Credit card
06/05/2014	Credit card
05/25/2014	Credit card
06/05/2014	Credit card
05/25/2014	Credit card
05/26/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Credit line increase/decrease

Identity theft / Fraud / Embezzlement

Billing disputes

Late fee

Customer service / Customer relations

Closing/Cancelling account

Closing/Cancelling account

Delinquent account

Delinquent account

Other fee

Rewards

Transaction issue

Billing statement

Identity theft / Fraud / Embezzlement

APR or interest rate

Bankruptcy

Rewards

Billing disputes

Delinquent account

Payoff process

Other

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Capital One	CA	90265	Older American	N/A
Capital One	WI	53538	Older American	N/A
Capital One	SD	57232		N/A
Citibank	PA	18433		N/A
Bank of America	TX	77230		N/A
Amex	NY	11501		N/A
Citibank	OH	45409		N/A
Bank of America	TX	78233		N/A
JPMorgan Chase & Co.	TX	78233		N/A
Capital One	CA	92807		N/A
JPMorgan Chase & Co.	TX	75243		N/A
PNC Bank N.A.	DE	19958		N/A
HSBC North America Holdings Inc.	PA	19426		N/A
Henley, Lotterhos & Henley, PLLC	MS	38863		N/A
Citibank	MI	48186		N/A
Citibank	IA	52722	Older American	N/A
Barclays PLC	CA	96114		N/A
Citibank	TX	76051		N/A
Citibank	TX	77328		N/A
Bank of America	MA	01876		N/A
Synchrony Financial	OR	97239		N/A

Credit Card Complaints

Based on Consumer Complaints

Postal mail	06/12/2014	Closed with non-monetary relief	Yes	No
Referral	05/23/2014	Closed with monetary relief	Yes	No
Web	05/26/2014	Closed with monetary relief	Yes	No
Postal mail	06/20/2014	Closed with monetary relief	Yes	No
Web	05/29/2014	Closed with explanation	Yes	No
Web	06/16/2014	Closed with explanation	Yes	No
Web	05/25/2014	Closed with explanation	Yes	No
Web	05/25/2014	Closed with explanation	Yes	No
Web	05/25/2014	Closed with explanation	Yes	No
Web	06/12/2014	Closed with monetary relief	Yes	No
Web	05/25/2014	Closed with explanation	Yes	Yes
Referral	06/04/2014	Closed with explanation	Yes	No
Web	06/05/2014	Closed with explanation	Yes	No
Web	05/29/2014	Closed with non-monetary relief	Yes	No
Web	05/25/2014	Closed with non-monetary relief	Yes	No
Web	05/25/2014	Closed with explanation	Yes	Yes
Web	05/25/2014	Closed with explanation	Yes	No
Web	05/25/2014	Closed with monetary relief	Yes	No
Web	06/06/2014	Closed with explanation	Yes	No
Web	05/25/2014	Closed with non-monetary relief	Yes	No
Web	05/26/2014	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

888973

863267

867874

900498

867569

896865

867666

867622

867624

889727

867684

875167

882400

867691

867698

867715

867727

867729

882419

867751

867941

Credit Card Complaints

Based on Consumer Complaints

05/26/2014	Credit card
06/11/2014	Credit card
06/20/2014	Credit card
05/26/2014	Credit card
06/20/2014	Credit card
06/20/2014	Credit card
05/26/2014	Credit card
06/11/2014	Credit card
06/21/2014	Credit card
06/05/2014	Credit card
05/31/2014	Credit card
05/31/2014	Credit card
06/21/2014	Credit card
05/27/2014	Credit card
05/27/2014	Credit card
05/27/2014	Credit card
06/11/2014	Credit card
06/05/2014	Credit card
06/01/2014	Credit card
06/17/2014	Credit card
06/01/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Credit line increase/decrease

Identity theft / Fraud / Embezzlement

Other

Billing disputes

Advertising and marketing

Customer service / Customer relations

Advertising and marketing

Billing disputes

Credit determination

Advertising and marketing

Billing disputes

Payoff process

Billing disputes

Identity theft / Fraud / Embezzlement

Other

APR or interest rate

Credit determination

Billing disputes

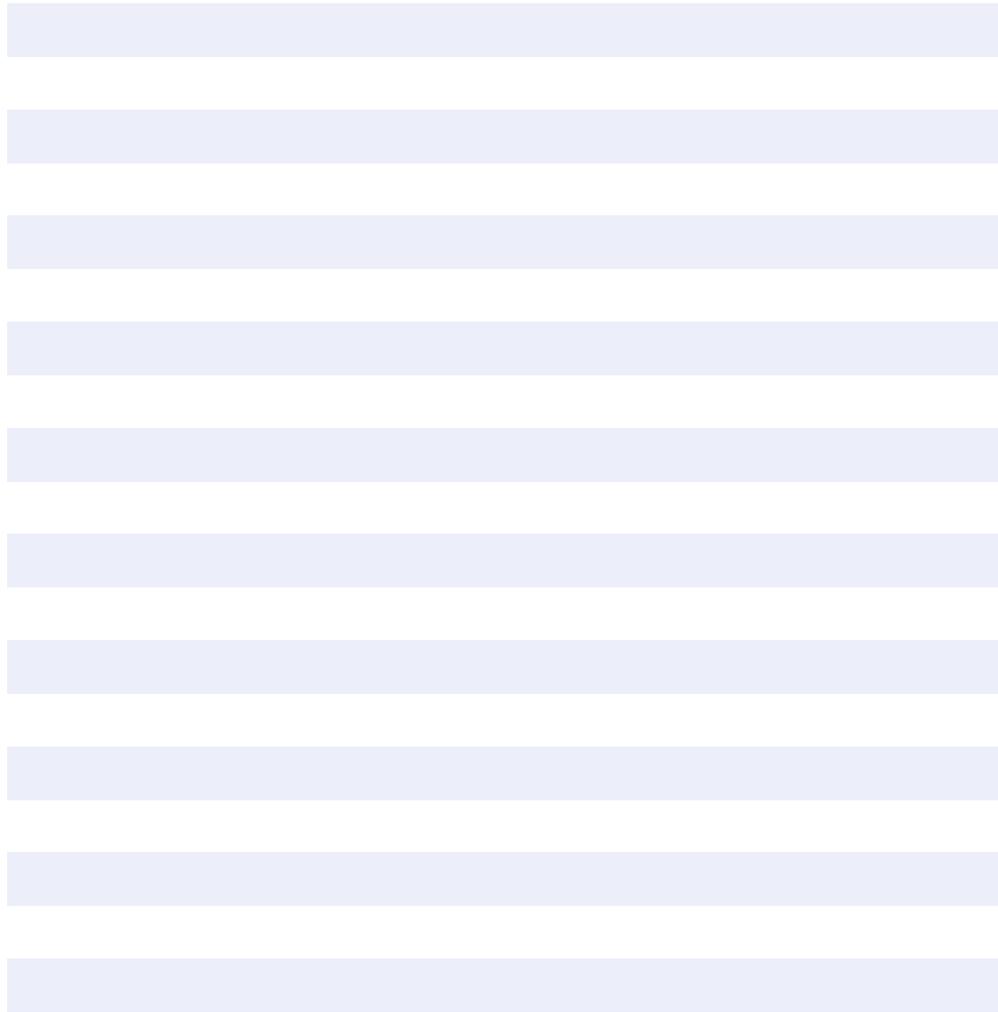
Credit determination

Rewards

Late fee

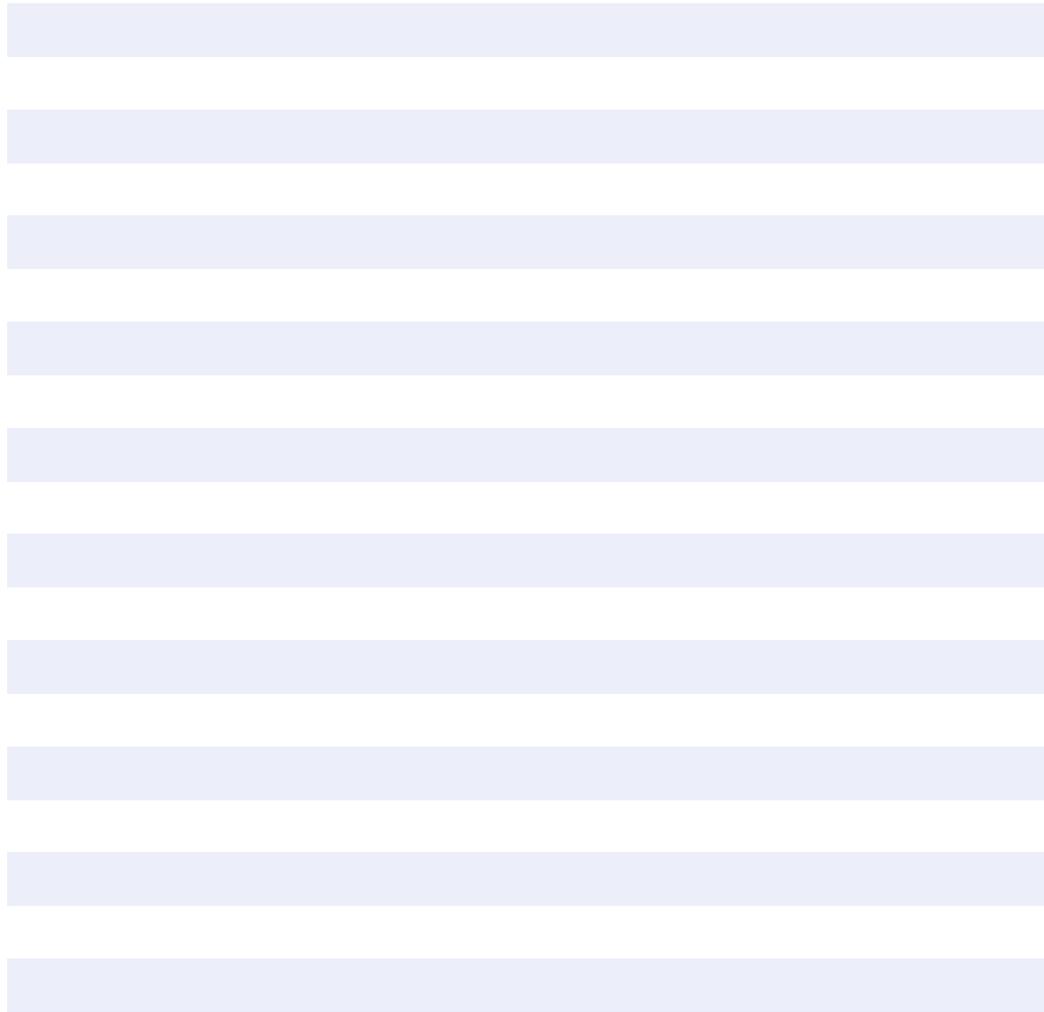
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Citibank	NY	11385		N/A
Synchrony Financial	WA	98001	Older American	N/A
Wells Fargo & Company	CA	95356		N/A
U.S. Bancorp	PA	17055	Servicemember	N/A
Capital One	IL	60026		N/A
Citibank	TN	37066		N/A
JPMorgan Chase & Co.	CA	93021		N/A
GreenSky Trade Credit, LLC	FL	33062	Older American	N/A
Citibank	CA	90302		N/A
Bank of America	GA	30011		N/A
Citibank	FL	33576		N/A
Discover	NH	03110		N/A
Amex	CT	06611		N/A
HSBC North America Holdings Inc.	IL	60640		N/A
Citibank	FL	33175		N/A
Bank of America	PA	19119		N/A
Bank of America	WA	98372		N/A
Citibank	TX	75007		N/A
Amex	NY	10032		N/A
Amex	CA	92781		N/A
Citibank	CA	92176		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	05/26/2014	Closed with explanation	Yes	No
Web	06/11/2014	Closed with monetary relief	Yes	No
Phone	06/25/2014	Closed with explanation	Yes	No
Referral	05/26/2014	Closed with explanation	Yes	Yes
Web	06/20/2014	Closed with non-monetary relief	Yes	No
Phone	06/24/2014	Closed with non-monetary relief	Yes	No
Web	05/26/2014	Closed with explanation	Yes	No
Web	06/12/2014	Closed with non-monetary relief	Yes	Yes
Web	06/21/2014	Closed with explanation	Yes	Yes
Web	06/05/2014	Closed with explanation	Yes	No
Web	06/06/2014	Closed with monetary relief	Yes	No
Web	05/31/2014	Closed with explanation	Yes	No
Web	06/21/2014	Closed with explanation	Yes	No
Web	06/02/2014	Closed with explanation	Yes	No
Postal mail	06/09/2014	Closed with monetary relief	Yes	No
Web	05/27/2014	Closed with explanation	Yes	No
Postal mail	06/12/2014	Closed with explanation	Yes	No
Web	06/05/2014	Closed with monetary relief	Yes	No
Web	06/01/2014	Closed with explanation	Yes	No
Web	06/17/2014	Closed with explanation	Yes	Yes
Web	06/01/2014	Closed with explanation	Yes	Yes

Credit Card Complaints

Based on Consumer Complaints

867822

889825

904725

867860

904739

904773

867792

889937

905393

882662

875833

875828

905241

868176

869649

869690

891020

882741

875986

897882

876141

Credit Card Complaints

Based on Consumer Complaints

05/27/2014	Credit card
06/01/2014	Credit card
06/01/2014	Credit card
06/22/2014	Credit card
06/05/2014	Credit card
05/27/2014	Credit card
06/22/2014	Credit card
06/22/2014	Credit card
06/01/2014	Credit card
06/22/2014	Credit card
06/22/2014	Credit card
06/01/2014	Credit card
06/11/2014	Credit card
06/02/2014	Credit card
06/02/2014	Credit card
06/23/2014	Credit card
05/27/2014	Credit card
05/27/2014	Credit card
05/27/2014	Credit card
06/23/2014	Credit card
05/27/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Identity theft / Fraud / Embezzlement

Billing statement

Billing statement

Billing disputes

Billing disputes

Late fee

Balance transfer

Identity theft / Fraud / Embezzlement

Other

Rewards

Credit card protection / Debt protection

Advertising and marketing

Credit card protection / Debt protection

Identity theft / Fraud / Embezzlement

Credit card protection / Debt protection

Billing statement

Identity theft / Fraud / Embezzlement

Billing disputes

Billing disputes

Credit line increase/decrease

Sale of account

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Bank of America	TX	75063	Older American	N/A
Discover	NY	11105		N/A
Bank of America	PA	19096	Older American	N/A
Wells Fargo & Company	AZ	85345		N/A
Discover	NY	11423		N/A
Bank of America	OK	74631		N/A
Capital One	PA	15224		N/A
JPMorgan Chase & Co.	TX	78559		N/A
Synchrony Financial	FL	33144		N/A
Discover	NE	68022		N/A
Amex	CA	92505		N/A
Bank of America	CA	91360		N/A
Amex	MA	01460	Older American	N/A
Amex	TX	10038		N/A
Capital One	MN	55118		N/A
BMO Harris	NJ	08083		N/A
Bank of America	NJ	07079		N/A
Synchrony Financial	OH	45042		N/A
JPMorgan Chase & Co.	TX	77230		N/A
Bank of America	OR	97007		N/A
Synchrony Financial	TX	77039		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	06/02/2014	Closed with explanation	Yes	Yes
Web	06/01/2014	Closed with explanation	Yes	Yes
Web	06/03/2014	Closed with explanation	Yes	Yes
Web	06/22/2014	Closed with explanation	Yes	Yes
Phone	06/10/2014	Closed with monetary relief	Yes	No
Referral	06/02/2014	Closed with explanation	Yes	No
Web	06/22/2014	Closed with explanation	Yes	No
Web	06/25/2014	Closed with explanation	Yes	No
Web	06/01/2014	Closed with monetary relief	Yes	No
Web	06/22/2014	Closed with explanation	Yes	No
Web	06/22/2014	Closed with explanation	Yes	Yes
Web	06/01/2014	Closed with explanation	Yes	Yes
Web	06/11/2014	Closed with explanation	Yes	No
Web	06/05/2014	Closed with explanation	Yes	No
Web	06/02/2014	Closed with monetary relief	Yes	No
Web	06/23/2014	Closed with explanation	Yes	No
Web	05/27/2014	Closed with explanation	Yes	No
Web	06/02/2014	Closed with non-monetary relief	Yes	No
Web	06/02/2014	Closed with explanation	Yes	No
Postal mail	06/25/2014	Closed with explanation	Yes	Yes
Web	06/02/2014	Closed with monetary relief	Yes	No

Credit Card Complaints

Based on Consumer Complaints

869395

876032

875966

905420

882843

868382

905510

905513

876094

905549

905551

876122

890238

876217

876344

905908

868038

868567

869375

905580

868625

Credit Card Complaints

Based on Consumer Complaints

05/27/2014 Credit card

06/23/2014 Credit card

06/17/2014 Credit card

06/05/2014 Credit card

06/05/2014 Credit card

06/05/2014 Credit card

05/27/2014 Credit card

06/17/2014 Credit card

06/23/2014 Credit card

06/05/2014 Credit card

06/06/2014 Credit card

06/17/2014 Credit card

06/06/2014 Credit card

06/06/2014 Credit card

06/23/2014 Credit card

05/28/2014 Credit card

05/27/2014 Credit card

06/11/2014 Credit card

06/06/2014 Credit card

05/27/2014 Credit card

Credit Card Complaints

Based on Consumer Complaints

Cash advance

Billing disputes

Rewards

Advertising and marketing

Other

Identity theft / Fraud / Embezzlement

Other fee

Late fee

Closing/Cancelling account

Other

Transaction issue

APR or interest rate

Transaction issue

Other

Credit line increase/decrease

Other

Billing disputes

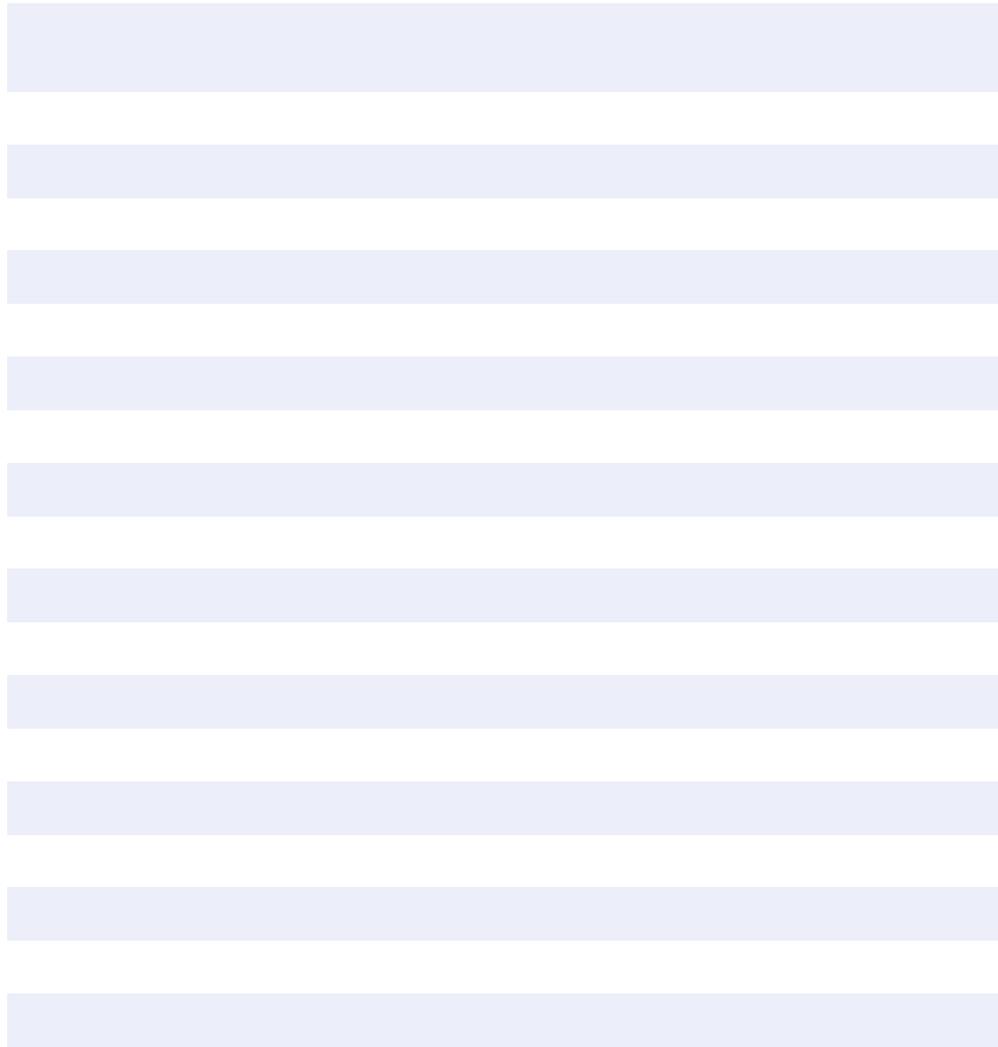
Cash advance

Billing disputes

Customer service / Customer relations

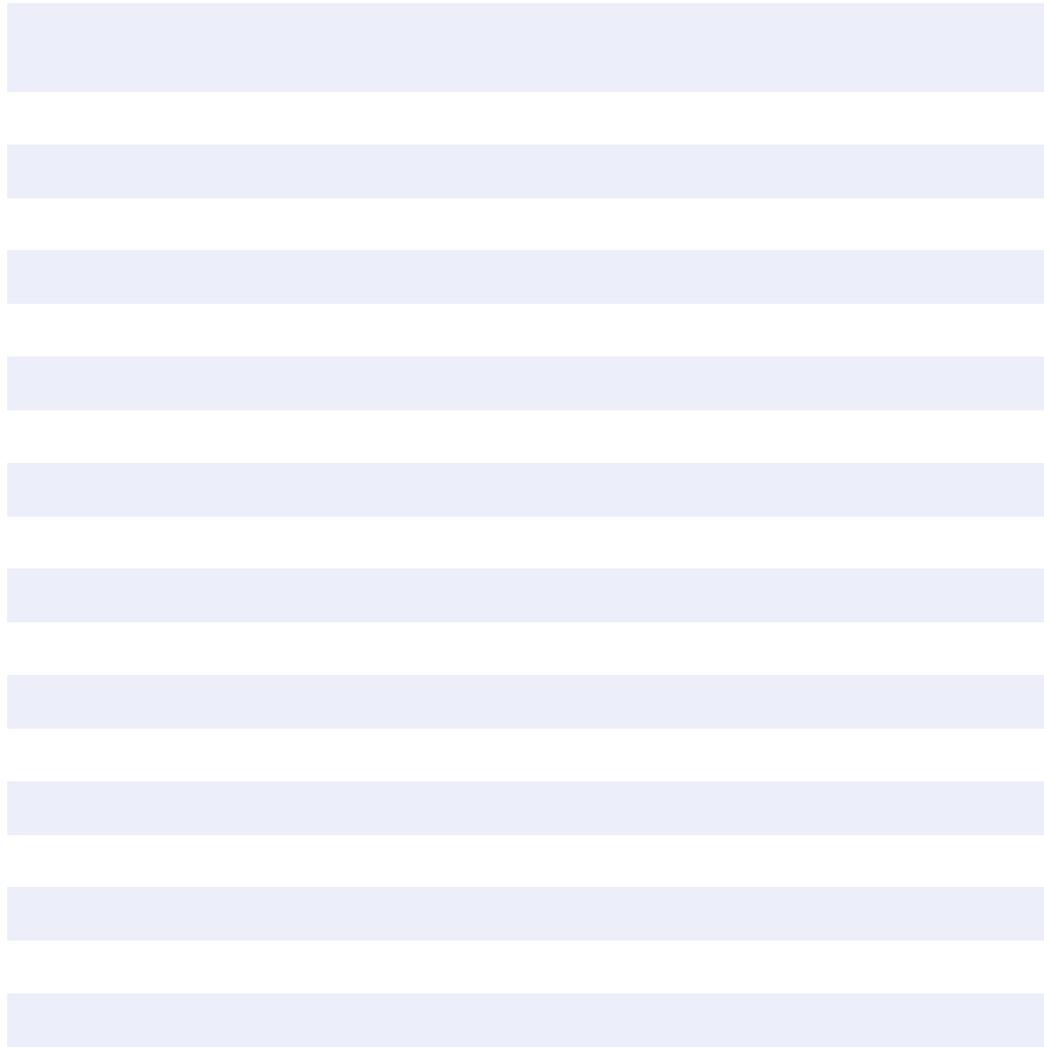
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Capital One	IL	60504		N/A
Capital One	GA	31206	Older American, Servicemember	N/A
Amex	NY	11213		N/A
Barclays PLC	MD	20695		N/A
Synchrony Financial	PA	16001		N/A
Discover	GA	30281		N/A
Bank of America	FL	32246		N/A
Wells Fargo & Company	MT	59101		N/A
Bank of America	PA	17011		N/A
Citibank	WA	98682		N/A
Citibank	TX	75218	Older American	N/A
Synchrony Financial	OH	45239		N/A
Capital One	TX	77095		N/A
Bank of America	WA	98258		N/A
TD Bank US Holding Company	VA	23112		N/A
Barclays PLC	FL	33144		N/A
Citibank	FL	33033		N/A
Discover	FL	33415	Older American	N/A
Capital One	NC	28104		N/A
Capital One	VT	05404		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	05/27/2014	Closed with explanation	Yes	No
Phone	06/25/2014	Closed with monetary relief	Yes	No
Web	06/17/2014	Closed with explanation	Yes	Yes
Web	06/10/2014	Closed with explanation	Yes	Yes
Phone	06/10/2014	Closed with explanation	Yes	No
Web	06/10/2014	Closed with explanation	Yes	No
Referral	06/02/2014	Closed with monetary relief	Yes	No
Phone	06/19/2014	Closed with explanation	Yes	No
Postal mail	06/25/2014	Closed with explanation	Yes	No
Web	06/11/2014	Closed with monetary relief	Yes	No
Web	06/06/2014	Closed with explanation	Yes	No
Web	06/19/2014	Closed with explanation	Yes	No
Web	06/06/2014	Closed with explanation	Yes	No
Web	06/06/2014	Closed with explanation	Yes	No
Web	06/25/2014	Closed with explanation	Yes	Yes
Web	05/28/2014	Closed with monetary relief	Yes	No
Web	05/27/2014	Closed with monetary relief	Yes	No
Web	06/11/2014	Closed with explanation	Yes	No
Web	06/06/2014	Closed with monetary relief	Yes	No
Web	05/27/2014	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

868759

907576

898234

883137

883154

883113

869277

898274

906123

883180

883763

898346

883779

883782

906242

870109

868838

890568

883928

869146

Credit Card Complaints

Based on Consumer Complaints

05/27/2014	Credit card
06/11/2014	Credit card
05/28/2014	Credit card
05/28/2014	Credit card
05/21/2014	Credit card
05/21/2014	Credit card
05/21/2014	Credit card
05/28/2014	Credit card
05/21/2014	Credit card
05/28/2014	Credit card
05/28/2014	Credit card
06/06/2014	Credit card
05/21/2014	Credit card
05/28/2014	Credit card
05/21/2014	Credit card
05/28/2014	Credit card
05/21/2014	Credit card
05/28/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Advertising and marketing

APR or interest rate

Billing statement

Credit line increase/decrease

Closing/Cancelling account

Identity theft / Fraud / Embezzlement

Late fee

Customer service / Customer relations

Other

Other

Advertising and marketing

Billing disputes

Billing disputes

Arbitration

Transaction issue

Late fee

Customer service / Customer relations

Billing statement

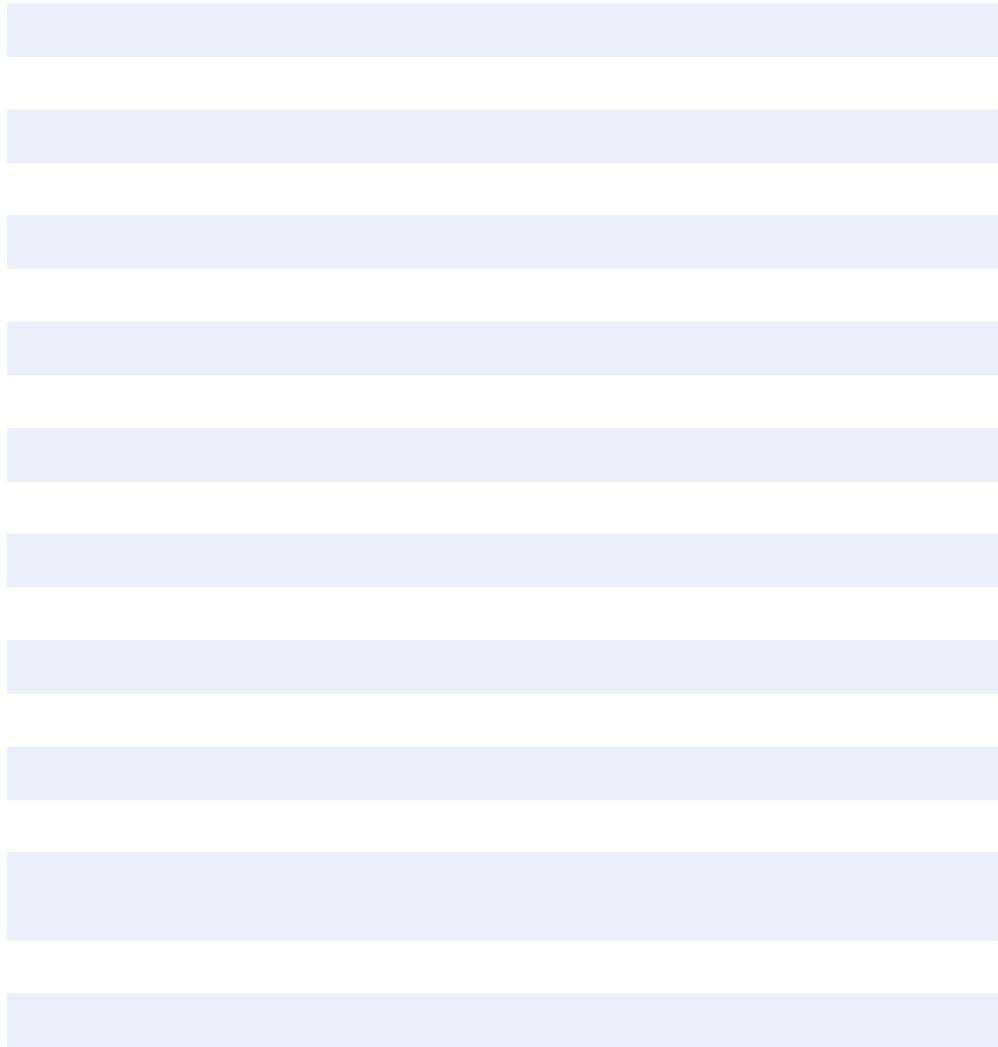
Identity theft / Fraud / Embezzlement

Other

Transaction issue

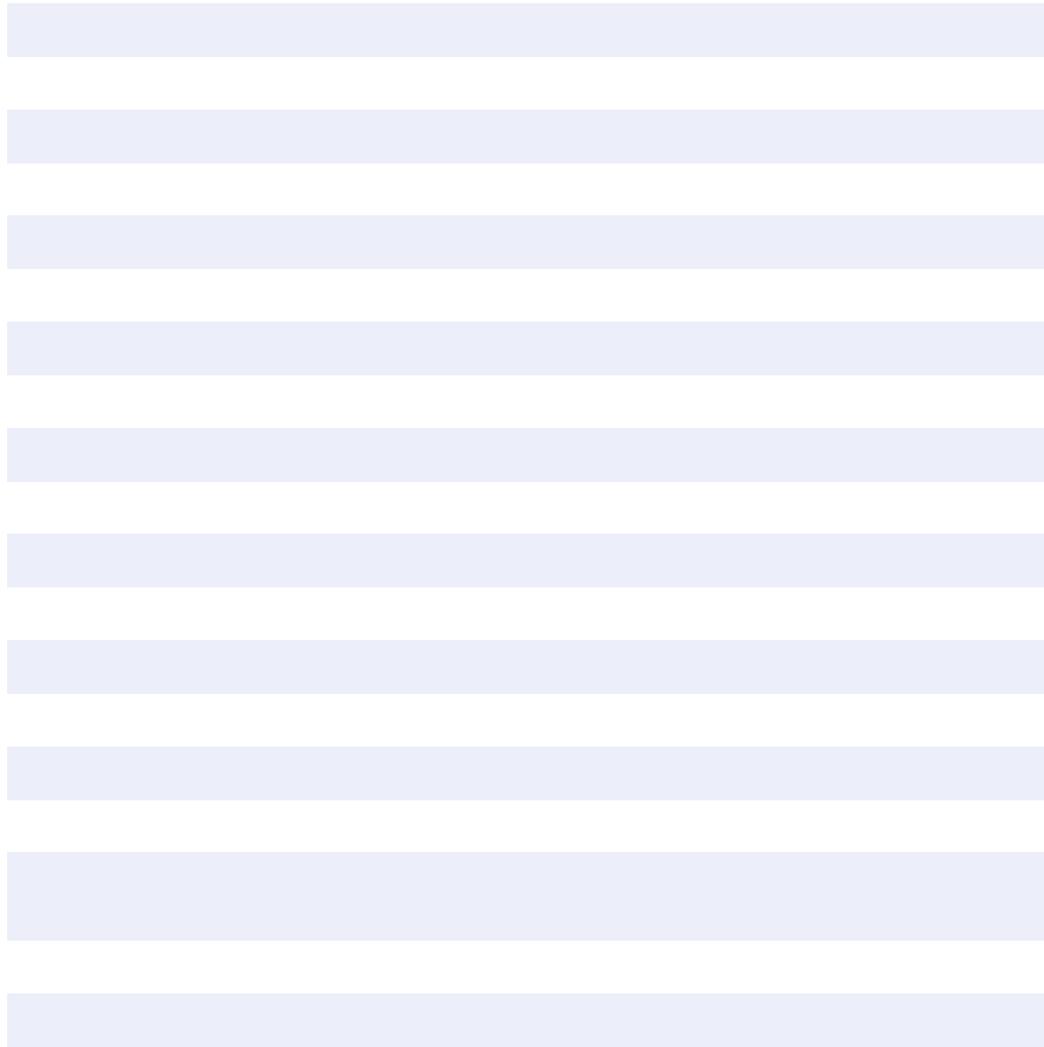
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Barclays PLC	NY	11211		N/A
Expert Global Solutions, Inc.	CA	93921	Older American	N/A
Synchrony Financial	CA	91364		N/A
Capital One	MA	04070		N/A
Bank of America	FL	33138		N/A
Amex	MD	20902		N/A
Synchrony Financial	TN	37209		N/A
TD Bank US Holding Company	DE	19709		N/A
Citibank	CA	91767		N/A
Bank of America	MI	49441	Older American	N/A
Citibank	PR	00971		N/A
Portfolio Recovery Associates, Inc.	AL	36532	Older American	N/A
JPMorgan Chase & Co.	FL	33306		N/A
JPMorgan Chase & Co.	MO	65658		N/A
Citibank	NY	10016		N/A
Capital One	TX	77845		N/A
Citibank	CT	06423		N/A
Citibank	PA	17870		N/A
Capital One	PA	19140	Older American, Servicemember	N/A
Amex	KS	66221		N/A
Citibank	NC	28277		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	05/27/2014	Closed with non-monetary relief	Yes	No
Web	06/03/2014	Closed with explanation	Yes	No
Referral	06/02/2014	Closed with monetary relief	Yes	No
Phone	06/02/2014	Closed with explanation	Yes	No
Referral	06/13/2014	Closed with explanation	Yes	Yes
Web	05/28/2014	Closed with monetary relief	Yes	No
Web	06/02/2014	Closed with monetary relief	Yes	No
Web	05/22/2014	Closed with monetary relief	Yes	No
Web	05/22/2014	Closed with explanation	Yes	Yes
Phone	05/22/2014	Closed with explanation	Yes	No
Web	05/28/2014	Closed with explanation	Yes	No
Web	05/22/2014	Closed with non-monetary relief	Yes	No
Web	06/03/2014	Closed with explanation	Yes	No
Web	05/28/2014	Closed with explanation	Yes	No
Postal mail	06/10/2014	Closed with monetary relief	Yes	No
Web	05/21/2014	Closed with monetary relief	Yes	No
Referral	06/03/2014	Closed with non-monetary relief	Yes	No
Postal mail	05/22/2014	Closed with monetary relief	Yes	No
Phone	06/03/2014	Closed with explanation	Yes	No
Phone	05/22/2014	Closed with explanation	Yes	No
Phone	06/03/2014	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

869170

868057

869198

869345

889543

869890

869940

861951

863435

862109

870165

862473

871416

870514

884303

862610

870600

862741

870696

862768

871702

Credit Card Complaints

Based on Consumer Complaints

05/21/2014	Credit card
05/28/2014	Credit card
05/28/2014	Credit card
06/02/2014	Credit card
05/21/2014	Credit card
06/12/2014	Credit card
06/02/2014	Credit card
06/17/2014	Credit card
06/06/2014	Credit card
06/06/2014	Credit card
05/21/2014	Credit card
06/17/2014	Credit card
06/12/2014	Credit card
05/21/2014	Credit card
05/21/2014	Credit card
06/18/2014	Credit card
06/12/2014	Credit card
06/06/2014	Credit card
06/12/2014	Credit card
06/18/2014	Credit card
06/06/2014	Credit card
06/12/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Closing/Cancelling account

Customer service / Customer relations

Payoff process

Other

Billing statement

Balance transfer

Billing statement

Late fee

Identity theft / Fraud / Embezzlement

Advertising and marketing

Billing disputes

Transaction issue

Billing disputes

Identity theft / Fraud / Embezzlement

Closing/Cancelling account

Billing disputes

Other

Credit determination

Customer service / Customer relations

Billing disputes

Credit card protection / Debt protection

Application processing delay

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Bank of America	TX	75002		N/A
Bank of America	AK	99645		N/A
Amex	PA	16345		N/A
Barclays PLC	CA	92705		N/A
Bank of America	CA	95632		N/A
JPMorgan Chase & Co.	VA	23139		N/A
Citibank	VA	22195		N/A
Capital One	WA	98126		N/A
Synchrony Financial	LA	70706	Older American	N/A
Bank of America	FL	33313		N/A
Synchrony Financial	NY	11580		N/A
JPMorgan Chase & Co.	TX	78052	Servicemember	N/A
Synchrony Financial	FL	33155	Older American	N/A
Bank of America	RI	02882		N/A
HSBC North America Holdings Inc.	AZ	85254		N/A
Citibank	FL	34986		N/A
Citibank	OR	97641	Older American	N/A
Banco Popular North America	CA	90723		N/A
Synovus Bank	CA	91411		N/A
Citibank	PA	18947		N/A
Citibank	NY	14120		N/A
Citibank	IN	46534		N/A

Credit Card Complaints

Based on Consumer Complaints

Referral	05/23/2014	Closed with explanation	Yes	No
Web	06/03/2014	Closed with non-monetary relief	Yes	No
Web	06/03/2014	Closed with explanation	Yes	No
Web	06/02/2014	Closed with non-monetary relief	Yes	No
Referral	05/23/2014	Closed with explanation	Yes	No
Web	06/12/2014	Closed with explanation	Yes	No
Web	06/02/2014	Closed with explanation	Yes	No
Web	06/17/2014	Closed with monetary relief	Yes	No
Web	06/09/2014	Closed with monetary relief	Yes	No
Web	06/06/2014	Closed with explanation	Yes	No
Web	05/23/2014	Closed with monetary relief	Yes	No
Phone	06/19/2014	Closed with explanation	Yes	No
Postal mail	06/16/2014	Closed with monetary relief	Yes	No
Web	05/21/2014	Closed with explanation	Yes	No
Referral	05/23/2014	Closed with monetary relief	No	No
Web	06/18/2014	Closed with monetary relief	Yes	No
Phone	06/16/2014	Closed with non-monetary relief	Yes	No
Postal mail	06/10/2014	Closed with explanation	Yes	No
Phone	06/16/2014	Closed with explanation	Yes	No
Web	06/18/2014	Closed with monetary relief	Yes	No
Web	06/06/2014	Closed with explanation	Yes	Yes
Phone	06/16/2014	Closed with non-monetary relief	Yes	No

Credit Card Complaints

Based on Consumer Complaints

863366

870904

870952

877921

863402

891652

877602

898907

884936

883659

861899

899048

891541

863229

861826

899278

891910

884199

892041

899813

884389

892191

Credit Card Complaints

Based on Consumer Complaints

06/18/2014	Credit card
06/02/2014	Credit card
06/12/2014	Credit card
06/12/2014	Credit card
06/02/2014	Credit card
06/18/2014	Credit card
06/18/2014	Credit card
06/02/2014	Credit card
06/23/2014	Credit card
06/12/2014	Credit card
06/26/2014	Credit card
06/26/2014	Credit card
06/26/2014	Credit card
06/18/2014	Credit card
06/26/2014	Credit card
06/02/2014	Credit card
06/18/2014	Credit card
06/23/2014	Credit card
06/26/2014	Credit card
06/26/2014	Credit card
06/12/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Identity theft / Fraud / Embezzlement

Billing disputes

Bankruptcy

Billing disputes

Billing disputes

Late fee

Advertising and marketing

Closing/Cancelling account

Billing disputes

Other fee

APR or interest rate

APR or interest rate

Billing disputes

Bankruptcy

Identity theft / Fraud / Embezzlement

Advertising and marketing

Unsolicited issuance of credit card

Balance transfer

Closing/Cancelling account

Billing disputes

Credit determination

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Synchrony Financial	MD	21122	Older American	N/A
Capital One	WI	53223		N/A
Amex	SD	57110		N/A
Citibank	FL	33306		N/A
Capital One	NC	27420		N/A
Synchrony Financial	OH	43232	Older American	N/A
Bank of America	FL	33411		N/A
Bank of America	NJ	07052		N/A
Capital One	WA	98109		N/A
Citibank	VA	23322		N/A
Bank of America	NH	03038		N/A
Barclays PLC	PA	19425		N/A
Synchrony Financial	GA	30004	Servicemember	N/A
Synchrony Financial	SD	57110		N/A
Citibank	NY	10001		N/A
Citibank	CA	91207	Older American	N/A
Synchrony Financial	MD	21463		N/A
JPMorgan Chase & Co.	TX	78731	Older American	N/A
Barclays PLC	AR	72076		N/A
Citibank	MD	20850		N/A
Bank of America	VA	24153		N/A

Credit Card Complaints

Based on Consumer Complaints

Postal mail	06/20/2014	Closed with non-monetary relief	Yes	Yes
Web	06/05/2014	Closed with monetary relief	Yes	No
Web	06/12/2014	Closed with explanation	Yes	No
Web	06/16/2014	Closed with explanation	Yes	No
Postal mail	06/05/2014	Closed with explanation	Yes	Yes
Phone	06/20/2014	Closed with monetary relief	Yes	No
Web	06/18/2014	Closed with explanation	Yes	No
Web	06/02/2014	Closed with explanation	Yes	Yes
Web	06/25/2014	Closed with monetary relief	Yes	No
Web	06/16/2014	Closed with explanation	Yes	No
Referral	07/01/2014	Closed with explanation	Yes	No
Referral	07/01/2014	Closed with explanation	Yes	No
Web	07/01/2014	Closed with monetary relief	Yes	No
Web	06/18/2014	Closed with non-monetary relief	Yes	No
Referral	07/01/2014	Closed with explanation	Yes	Yes
Web	06/02/2014	Closed with non-monetary relief	Yes	No
Phone	06/20/2014	Closed with explanation	Yes	No
Web	06/25/2014	Closed with explanation	Yes	No
Referral	07/01/2014	Closed with non-monetary relief	Yes	No
Referral	07/01/2014	Closed with monetary relief	Yes	No
Postal mail	06/16/2014	Closed with monetary relief	Yes	No

Credit Card Complaints

Based on Consumer Complaints

899318

877079

893366

893071

876265

899990

900020

877280

906373

891518

911634

913712

913731

901283

911756

877425

900180

906527

913800

913828

892713

Credit Card Complaints

Based on Consumer Complaints

06/06/2014	Credit card
06/26/2014	Credit card
06/18/2014	Credit card
06/12/2014	Credit card
06/27/2014	Credit card
06/27/2014	Credit card
06/07/2014	Credit card
06/12/2014	Credit card
06/07/2014	Credit card
06/03/2014	Credit card
06/03/2014	Credit card
06/07/2014	Credit card
06/27/2014	Credit card
06/07/2014	Credit card
06/27/2014	Credit card
06/08/2014	Credit card
06/08/2014	Credit card
06/18/2014	Credit card
06/08/2014	Credit card
06/08/2014	Credit card
06/08/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Billing disputes

Billing disputes

Closing/Cancelling account

Billing disputes

Billing statement

Credit line increase/decrease

Transaction issue

Privacy

Billing statement

Billing disputes

Credit card protection / Debt protection

Closing/Cancelling account

Credit line increase/decrease

Billing disputes

Credit line increase/decrease

Billing disputes

Rewards

Credit card protection / Debt protection

Credit determination

Late fee

Closing/Cancelling account

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

TD Bank US Holding Company	LA	70461	Servicemember	N/A
Amex	OR	97420		N/A
Synchrony Financial	IN	37307		N/A
JPMorgan Chase & Co.	CA	92084	Older American	N/A
Discover	CA	91942		N/A
JPMorgan Chase & Co.	OH	44143		N/A
M&T Bank Corporation	MD	20878	Older American	N/A
Amex	GA	30033		N/A
PayPal Holdings, Inc.	CA	92683		N/A
Resurgent Capital Services L.P.	PA	19605		N/A
Capital One	TX	77064		N/A
Bank of America	CA	94521		N/A
Synchrony Financial	GA	30331		N/A
Bank of America	FL	32828		N/A
Barclays PLC	FL	34654		N/A
U.S. Bancorp	NE	68701	Older American	N/A
Amex	NC	28451		N/A
Citibank	FL	33617		N/A
HSBC North America Holdings Inc.	NY	11219		N/A
Amex	CA	91343		N/A
Amex	IL	61201		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	06/10/2014	Closed with monetary relief	Yes	No
Referral	07/01/2014	Closed with explanation	Yes	No
Postal mail	06/20/2014	Closed with explanation	Yes	No
Web	06/12/2014	Closed with explanation	Yes	No
Web	06/27/2014	Closed with explanation	Yes	No
Web	06/27/2014	Closed with explanation	Yes	No
Web	06/10/2014	Closed with explanation	Yes	No
Web	06/12/2014	Closed with non-monetary relief	Yes	No
Web	06/07/2014	Closed with explanation	Yes	No
Web	06/06/2014	Closed with explanation	Yes	No
Web	06/03/2014	Closed with explanation	Yes	No
Web	06/07/2014	Closed with explanation	Yes	Yes
Web	06/27/2014	Closed with explanation	Yes	No
Web	06/07/2014	Closed with non-monetary relief	Yes	No
Web	06/27/2014	Closed with explanation	Yes	No
Web	06/08/2014	Closed with explanation	Yes	No
Web	06/08/2014	Closed with explanation	Yes	Yes
Web	06/18/2014	Closed with monetary relief	Yes	No
Web	06/08/2014	Closed with explanation	Yes	Yes
Web	06/08/2014	Closed with explanation	Yes	No
Web	06/10/2014	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

884870

913860

900289

893443

914570

914573

885381

891549

885386

878174

878198

885418

914618

885272

914646

885528

885554

900557

885811

885635

885642

Credit Card Complaints

Based on Consumer Complaints

06/27/2014	Credit card
06/18/2014	Credit card
06/18/2014	Credit card
06/27/2014	Credit card
06/18/2014	Credit card
06/18/2014	Credit card
06/19/2014	Credit card
06/18/2014	Credit card
06/23/2014	Credit card
06/27/2014	Credit card
06/18/2014	Credit card
06/27/2014	Credit card
06/18/2014	Credit card
06/23/2014	Credit card
06/30/2014	Credit card
06/03/2014	Credit card
06/24/2014	Credit card
06/27/2014	Credit card
07/16/2014	Credit card
06/24/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Billing disputes

Customer service / Customer relations

Identity theft / Fraud / Embezzlement

Late fee

Identity theft / Fraud / Embezzlement

APR or interest rate

Other

Payoff process

Transaction issue

Billing disputes

Other

Other

Advertising and marketing

Identity theft / Fraud / Embezzlement

Credit determination

Advertising and marketing

Delinquent account

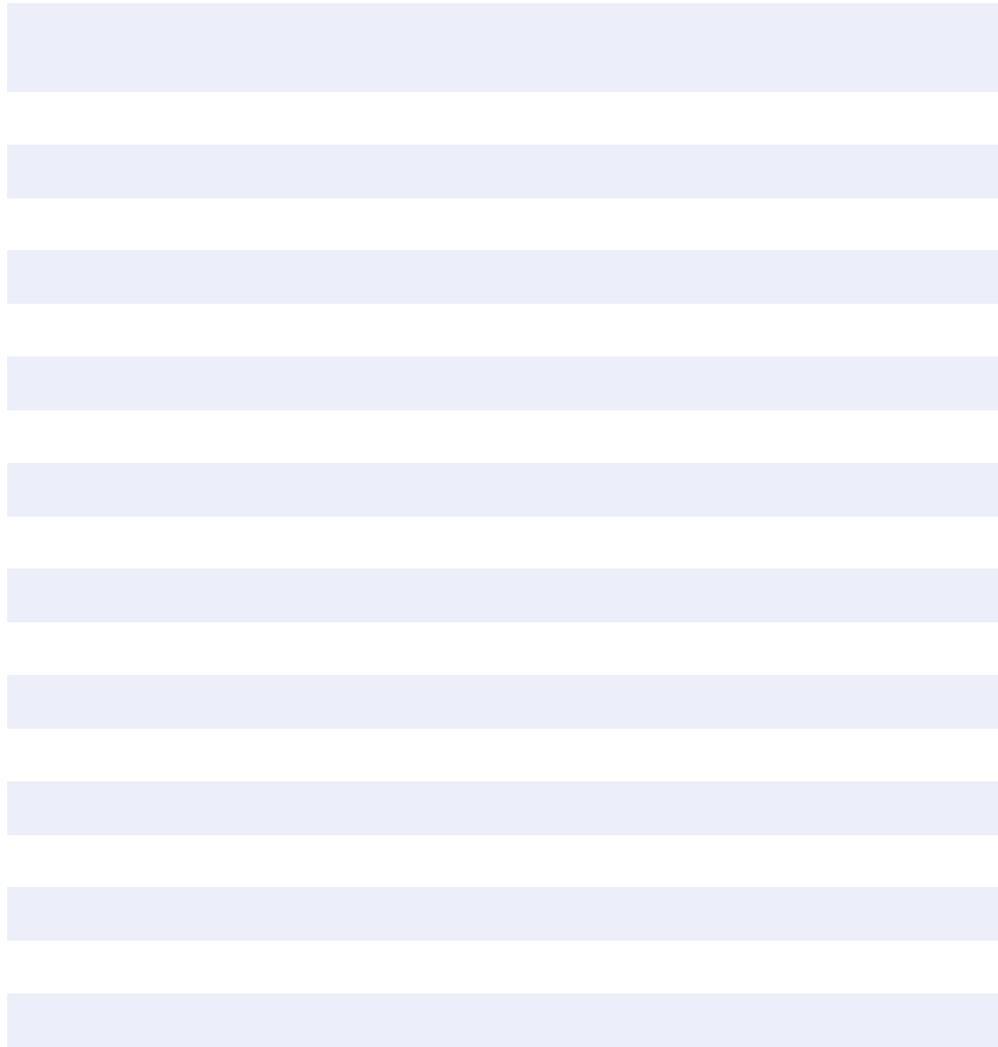
APR or interest rate

Late fee

Identity theft / Fraud / Embezzlement

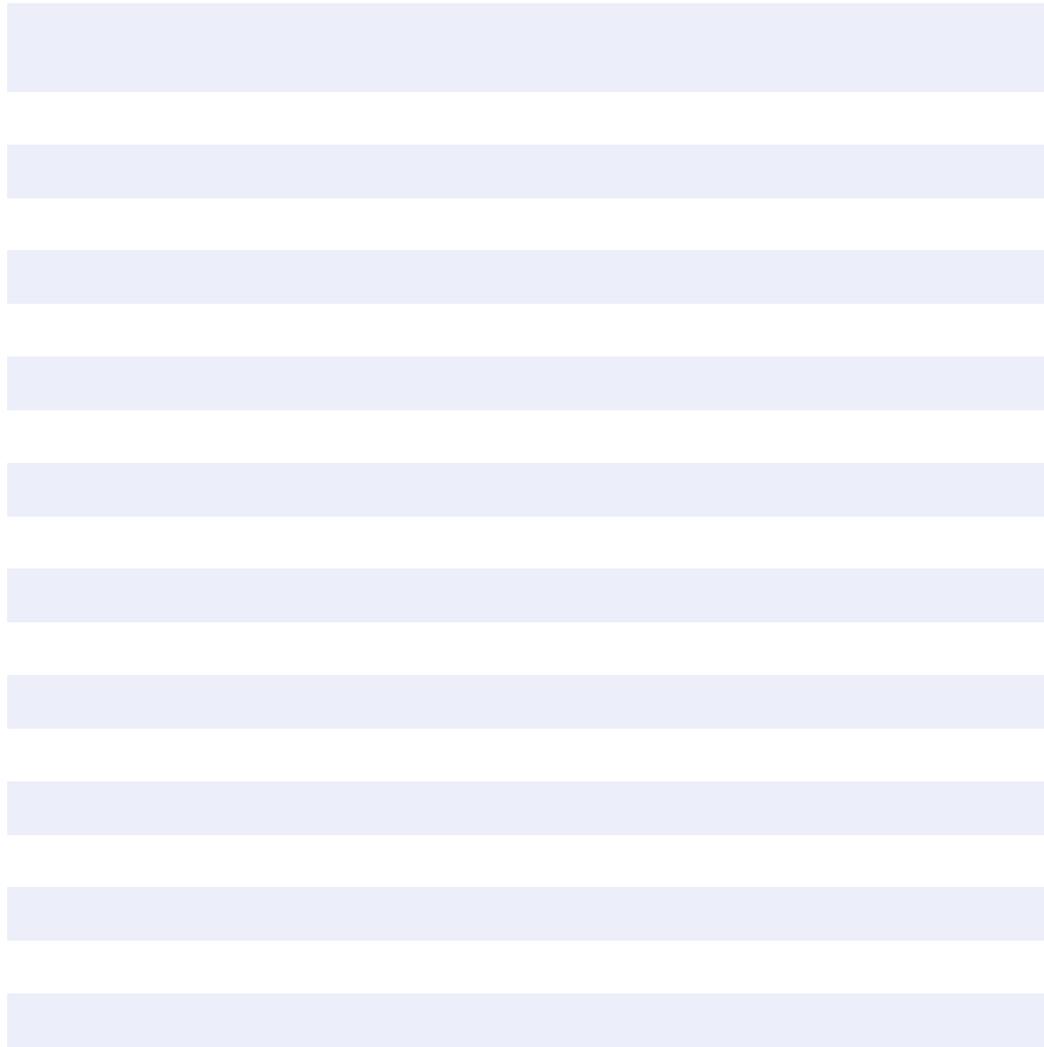
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Synchrony Financial	AZ	85345		N/A
JPMorgan Chase & Co.	CT	06460	Older American, Servicemember	N/A
Amex	MA	02151		N/A
Capital One	AL	35146		N/A
Capital One	GA	30907	Servicemember	N/A
JPMorgan Chase & Co.	CA	91335		N/A
Amex	GA	30024		N/A
Wells Fargo & Company	CA	94804		N/A
Capital One	UT	84124		N/A
Capital One	FL	33306		N/A
Citibank	CA	95670		N/A
Synovus Bank	IL	60643		N/A
Citibank	TX	75214		N/A
Citibank	HI	96815		N/A
Synchrony Financial	IN	46815	Older American	N/A
Amex	CA	94027	Older American	N/A
Synchrony Financial	AZ	85029		N/A
Discover	NY	13413		N/A
Synchrony Financial	MN	56520		N/A
Capital One	CA	93003		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	06/27/2014	Closed with monetary relief	Yes	No
Web	06/18/2014	Closed with monetary relief	Yes	Yes
Web	06/20/2014	Closed with explanation	Yes	No
Web	06/27/2014	Closed with explanation	Yes	No
Web	06/20/2014	Closed with monetary relief	Yes	Yes
Web	06/18/2014	Closed with explanation	Yes	Yes
Phone	06/23/2014	Closed with explanation	Yes	No
Web	06/20/2014	Closed with explanation	Yes	Yes
Web	06/25/2014	Closed with explanation	Yes	No
Web	06/27/2014	Closed with explanation	Yes	No
Web	06/18/2014	Closed with non-monetary relief	Yes	Yes
Web	07/03/2014	Closed with explanation	Yes	No
Web	06/18/2014	Closed with monetary relief	Yes	No
Referral	06/26/2014	Closed with explanation	Yes	No
Postal mail	07/03/2014	Closed with explanation	Yes	No
Phone	06/05/2014	Closed with explanation	Yes	Yes
Web	06/24/2014	Closed with non-monetary relief	Yes	No
Referral	07/02/2014	Closed with monetary relief	Yes	No
Referral	07/22/2014	Closed with monetary relief	Yes	No
Web	06/24/2014	Closed with monetary relief	Yes	No

Credit Card Complaints

Based on Consumer Complaints

914128

900595

899475

914823

900637

900697

902671

899527

907324

914223

899443

915042

900866

907455

916927

878754

907672

915181

940946

908205

Credit Card Complaints

Based on Consumer Complaints

06/24/2014	Credit card
06/24/2014	Credit card
06/27/2014	Credit card
06/27/2014	Credit card
06/24/2014	Credit card
06/24/2014	Credit card
06/27/2014	Credit card
06/28/2014	Credit card
06/29/2014	Credit card
06/19/2014	Credit card
06/13/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Other

APR or interest rate

Identity theft / Fraud / Embezzlement

Closing/Cancelling account

Customer service / Customer relations

Transaction issue

Advertising and marketing

Billing disputes

APR or interest rate

Closing/Cancelling account

Other fee

Other

Other

Payoff process

Delinquent account

Closing/Cancelling account

Payoff process

Billing statement

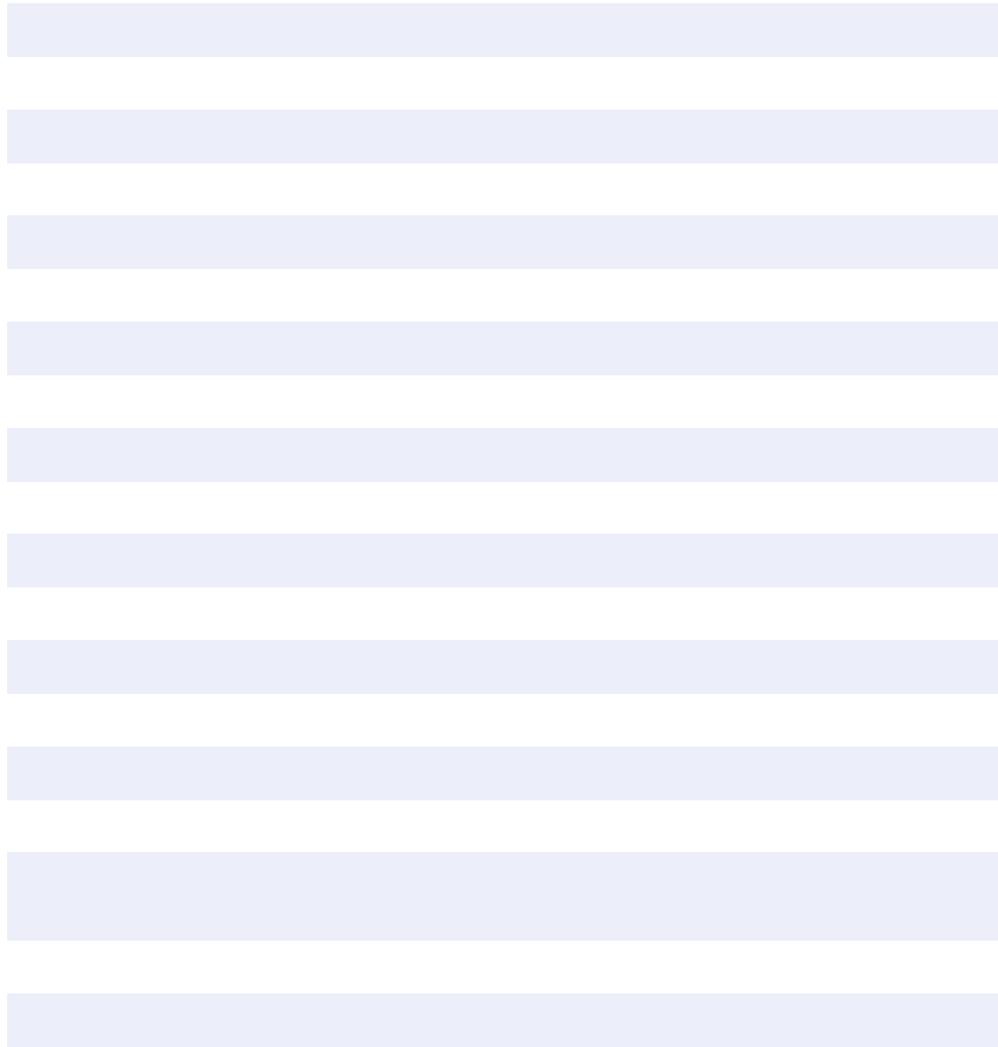
Late fee

Delinquent account

Payoff process

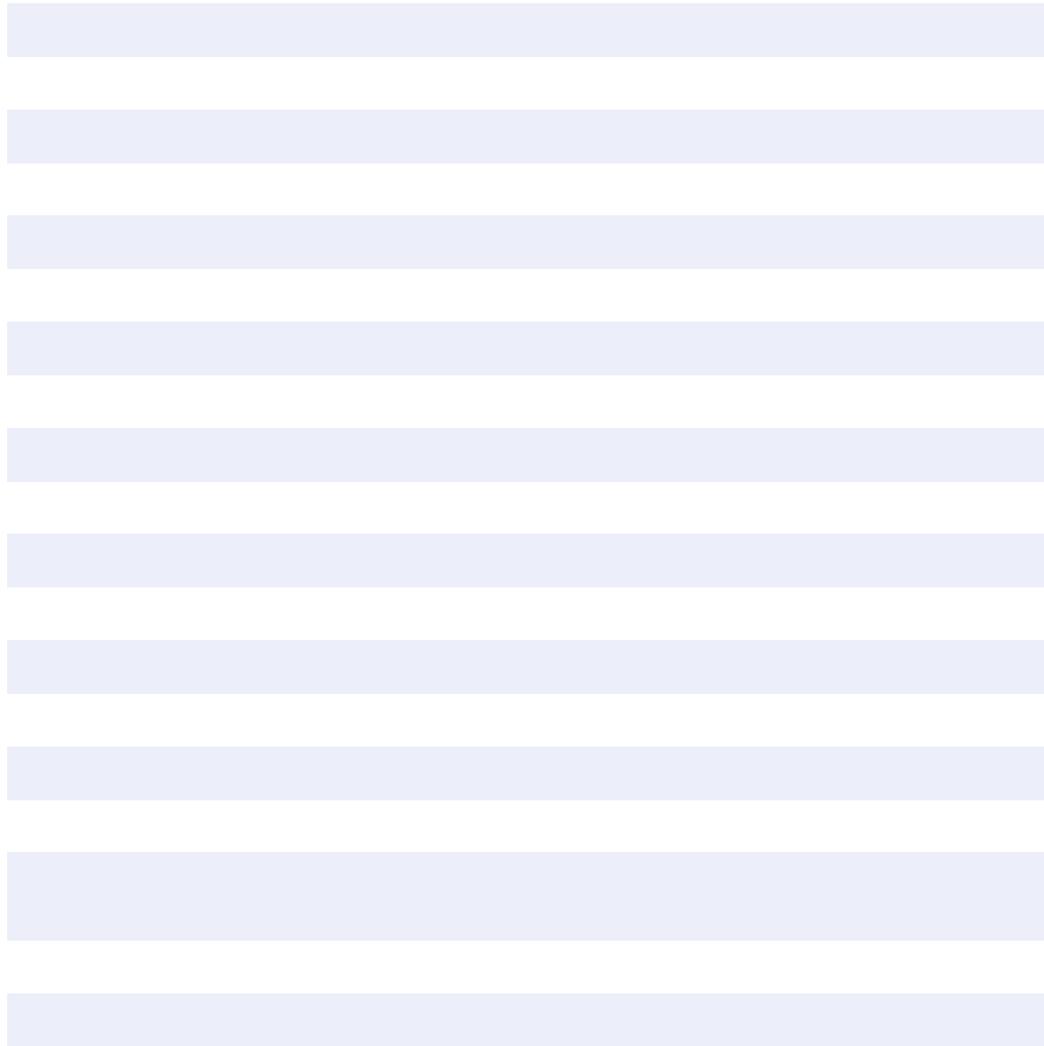
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Capital One	CA	95677	Older American	N/A
Synchrony Financial	GA	30721		N/A
Bank of America	NJ	08520		N/A
Bank of America	CA	91326		N/A
Citibank	MI	48126		N/A
Wells Fargo & Company	NC	27609		N/A
JPMorgan Chase & Co.	CA	91001	Older American	N/A
TD Bank US Holding Company	PA	19115		N/A
Bank of America	SC	29803		N/A
BBVA Compass	AZ	85257		N/A
U.S. Bancorp	AK	99501	Older American	N/A
Capital One	IL	60467		N/A
Amex	NE	68124	Older American	N/A
Synchrony Financial	NC	28025	Older American	N/A
JPMorgan Chase & Co.	CA	92008	Servicemember	N/A
Capital One	CA	94506		N/A
Synchrony Financial	CA	94110		N/A
Bank of America	GA	30062		N/A
Barclays PLC	CT	06082	Older American, Servicemember	N/A
Synchrony Financial	VA	22034		N/A
Synchrony Financial	TX	75056		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	06/26/2014	Closed with explanation	Yes	No
Web	06/24/2014	Closed with monetary relief	Yes	No
Web	06/27/2014	Closed with explanation	Yes	No
Web	06/27/2014	Closed with explanation	Yes	No
Referral	06/26/2014	Closed with explanation	Yes	No
Web	06/24/2014	Closed with explanation	Yes	No
Phone	07/02/2014	Closed with explanation	Yes	No
Referral	07/02/2014	Closed with non-monetary relief	Yes	No
Referral	07/02/2014	Closed with explanation	Yes	No
Web	06/27/2014	Closed with explanation	Yes	Yes
Web	06/28/2014	Closed with monetary relief	Yes	No
Web	06/28/2014	Closed with explanation	Yes	No
Web	06/28/2014	Closed with monetary relief	Yes	Yes
Web	07/02/2014	Closed with monetary relief	Yes	No
Web	07/02/2014	Closed with explanation	Yes	No
Web	06/29/2014	Closed with explanation	Yes	No
Web	06/19/2014	Closed with monetary relief	Yes	No
Phone	06/23/2014	Closed with explanation	Yes	Yes
Web	06/19/2014	Closed with monetary relief	Yes	No
Referral	06/23/2014	Closed with explanation	Yes	No
Postal mail	06/17/2014	Closed with monetary relief	Yes	No

Credit Card Complaints

Based on Consumer Complaints

908209

908222

915256

915281

909007

908552

915506

914206

914208

914493

915845

915915

915916

915926

915771

916028

901579

901854

903285

903263

893455

Credit Card Complaints

Based on Consumer Complaints

06/19/2014	Credit card
06/13/2014	Credit card
06/19/2014	Credit card
06/19/2014	Credit card
06/13/2014	Credit card
06/13/2014	Credit card
06/19/2014	Credit card
06/19/2014	Credit card
06/29/2014	Credit card
06/29/2014	Credit card
06/13/2014	Credit card
07/03/2014	Credit card
06/29/2014	Credit card
06/24/2014	Credit card
06/19/2014	Credit card
07/03/2014	Credit card
07/03/2014	Credit card
06/19/2014	Credit card
06/19/2014	Credit card
07/04/2014	Credit card
07/21/2014	Credit card
07/10/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Credit card protection / Debt protection

Billing disputes

Other

Other fee

Other

Convenience checks

Transaction issue

Credit card protection / Debt protection

Billing disputes

Transaction issue

Billing disputes

Other

Delinquent account

Billing disputes

Billing disputes

Billing disputes

Billing disputes

Closing/Cancelling account

Customer service / Customer relations

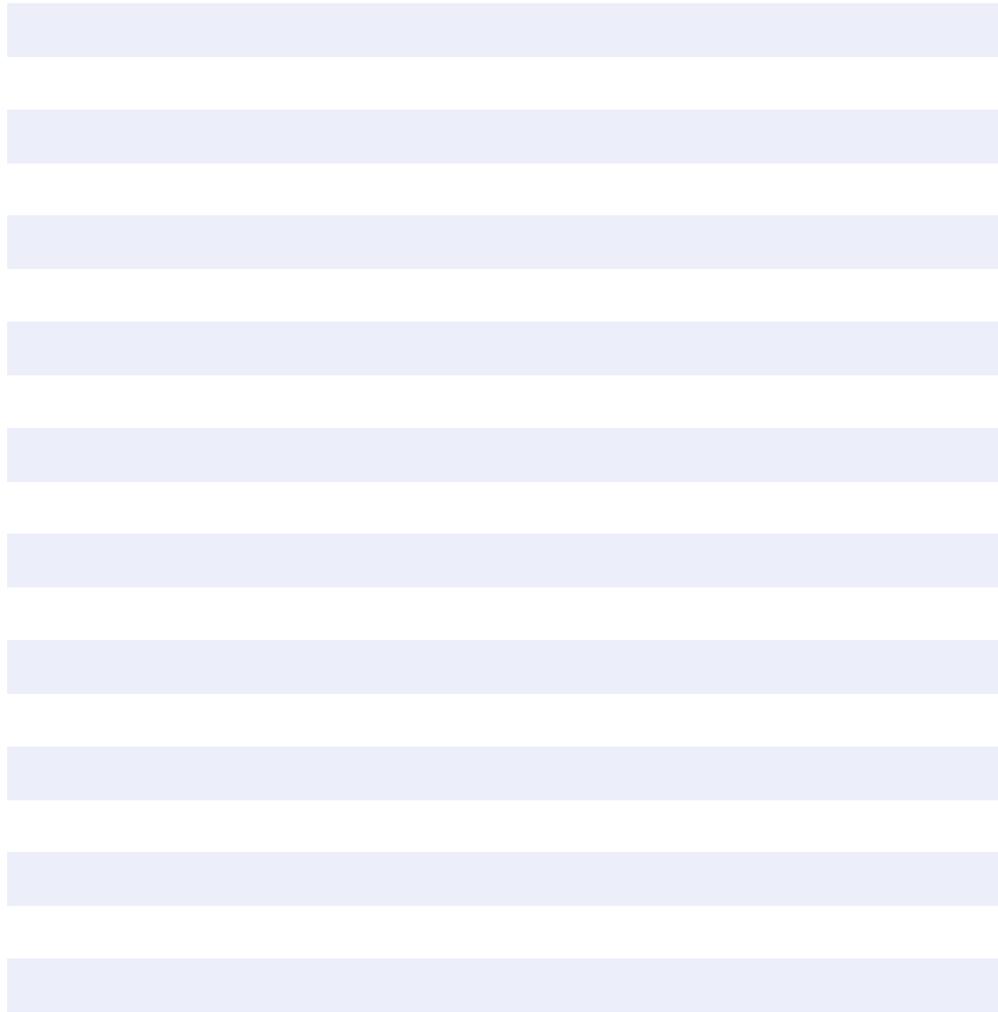
Billing disputes

Credit card protection / Debt protection

Transaction issue

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Citibank	CA	93619		N/A
Bank of America	CT	06051		N/A
Capital One	PA	19095		N/A
BMO Harris	VA	22407		N/A
JPMorgan Chase & Co.	TX	75061		N/A
Discover	CA	92058	Older American	N/A
Bank of America	OH	44102	Older American	N/A
Citibank	NH	03049		N/A
Synchrony Financial	CT	06051		N/A
Synchrony Financial	CA	95054		N/A
Capital One				N/A
Capital One	MS	38829		N/A
Citibank	GA	30313	Older American	N/A
Bank of America	NJ	07410		N/A
Bank of America	NY	10024	Older American	N/A
Diverse Funding Associates LLC	AL	36605		N/A
Citibank	TX	78552		N/A
SunTrust Banks, Inc.	VA	20176		N/A
Bank of America	PR	00966		N/A
Synchrony Financial	OH	44720		N/A
JPMorgan Chase & Co.	FL	33403		N/A
Amex	GA	30306		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	06/19/2014	Closed with monetary relief	Yes	No
Referral	06/24/2014	Closed with explanation	Yes	No
Referral	06/23/2014	Closed with monetary relief	Yes	No
Referral	06/23/2014	Closed with explanation	Yes	No
Postal mail	07/25/2014	Closed with explanation	Yes	No
Postal mail	06/17/2014	Closed with non-monetary relief	Yes	No
Phone	06/23/2014	Closed with explanation	Yes	No
Web	06/23/2014	Closed with non-monetary relief	Yes	No
Web	07/03/2014	Closed with explanation	Yes	No
Web	07/03/2014	Closed with explanation	Yes	No
Fax	06/17/2014	Closed with explanation	Yes	No
Web	07/09/2014	Closed with non-monetary relief	Yes	No
Web	06/29/2014	Closed with non-monetary relief	Yes	No
Referral	06/26/2014	Closed with explanation	Yes	Yes
Web	06/23/2014	Closed with explanation	Yes	Yes
Web	07/30/2014	Closed with explanation	Yes	No
Postal mail	07/09/2014	Closed with monetary relief	Yes	Yes
Referral	06/23/2014	Closed with monetary relief	Yes	No
Web	06/19/2014	Closed with explanation	Yes	No
Web	07/08/2014	Closed with monetary relief	Yes	No
Web	07/21/2014	Closed with explanation	Yes	Yes
Referral	07/15/2014	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

902027

894145

901917

902080

893833

894234

901375

901356

916159

916181

894478

923635

916183

908902

901303

922322

922472

901497

902743

924016

947067

931270

Credit Card Complaints

Based on Consumer Complaints

06/13/2014	Credit card
06/24/2014	Credit card
07/04/2014	Credit card
06/30/2014	Credit card
06/30/2014	Credit card
07/21/2014	Credit card
07/10/2014	Credit card
07/05/2014	Credit card
06/19/2014	Credit card
06/14/2014	Credit card
07/21/2014	Credit card
07/21/2014	Credit card
06/20/2014	Credit card
06/20/2014	Credit card
07/21/2014	Credit card
07/10/2014	Credit card
06/20/2014	Credit card
07/06/2014	Credit card
06/20/2014	Credit card
06/20/2014	Credit card
06/14/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Other

Identity theft / Fraud / Embezzlement

Advertising and marketing

Rewards

Transaction issue

APR or interest rate

Other

Billing disputes

Privacy

Other

Billing disputes

Billing disputes

Closing/Cancelling account

Transaction issue

Identity theft / Fraud / Embezzlement

Other

Billing disputes

Other

Billing disputes

Identity theft / Fraud / Embezzlement

Rewards

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

TD Bank US Holding Company	OH	43940		N/A
Citibank	NY	11368		N/A
JPMorgan Chase & Co.	CT	06883		N/A
JPMorgan Chase & Co.	GA	30326		N/A
Bank of America	PA	17252	Older American	N/A
Citibank	FL	33324		N/A
TD Bank US Holding Company	NY	11414		N/A
Bank of America	MA	01760		N/A
Amex	TX	75093		N/A
Citibank	CA	94122		N/A
JPMorgan Chase & Co.	CA	95112		N/A
Amex	MA	01341	Older American	N/A
Citibank	HI	96746		N/A
Amex	CA	95632		N/A
Bank of America	WI	53034		N/A
Barclays PLC	NC	28247		N/A
Capital One	IL	60141		N/A
HSBC North America Holdings Inc.	TX	75106		N/A
Amex	NJ	07632		N/A
Capital One	IL	60007		N/A
Citibank	VA	20175		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	06/17/2014	Closed with explanation	Yes	No
Phone	06/26/2014	Closed with monetary relief	Yes	No
Web	07/04/2014	Closed with explanation	Yes	No
Web	06/30/2014	Closed with non-monetary relief	Yes	No
Web	06/30/2014	Closed with explanation	Yes	No
Referral	07/24/2014	Closed with monetary relief	Yes	No
Web	07/17/2014	Closed with explanation	Yes	No
Web	07/05/2014	Closed with explanation	Yes	No
Web	06/19/2014	Closed with monetary relief	Yes	No
Web	06/14/2014	Closed with monetary relief	Yes	No
Web	07/21/2014	Closed with monetary relief	Yes	No
Web	07/21/2014	Closed with explanation	Yes	No
Web	06/20/2014	Closed with explanation	Yes	No
Web	06/20/2014	Closed with monetary relief	Yes	No
Web	07/21/2014	Closed with explanation	Yes	No
Web	07/16/2014	Closed with explanation	Yes	Yes
Web	06/20/2014	Closed with explanation	Yes	Yes
Web	07/10/2014	Closed with explanation	Yes	Yes
Web	06/20/2014	Closed with explanation	Yes	Yes
Web	06/20/2014	Closed with explanation	Yes	No
Web	06/14/2014	Closed with explanation	Yes	Yes

Credit Card Complaints

Based on Consumer Complaints

894882

909233

924053

917171

917174

945955

932219

924144

902999

895402

946002

946020

904854

903540

946056

932213

905094

924238

903606

903607

895509

Credit Card Complaints

Based on Consumer Complaints

06/24/2014	Credit card
06/20/2014	Credit card
06/14/2014	Credit card
06/30/2014	Credit card
06/20/2014	Credit card
06/15/2014	Credit card
06/15/2014	Credit card
06/20/2014	Credit card
06/15/2014	Credit card
06/25/2014	Credit card
06/20/2014	Credit card
06/30/2014	Credit card
07/15/2014	Credit card
07/15/2014	Credit card
06/30/2014	Credit card
06/25/2014	Credit card
07/10/2014	Credit card
06/25/2014	Credit card
06/16/2014	Credit card
06/20/2014	Credit card
07/15/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Rewards

Unsolicited issuance of credit card

Credit card protection / Debt protection

Billing disputes

Other

Customer service / Customer relations

Other

Other

Transaction issue

Billing disputes

Credit card protection / Debt protection

APR or interest rate

Delinquent account

Late fee

APR or interest rate

Other

Credit card protection / Debt protection

Closing/Cancelling account

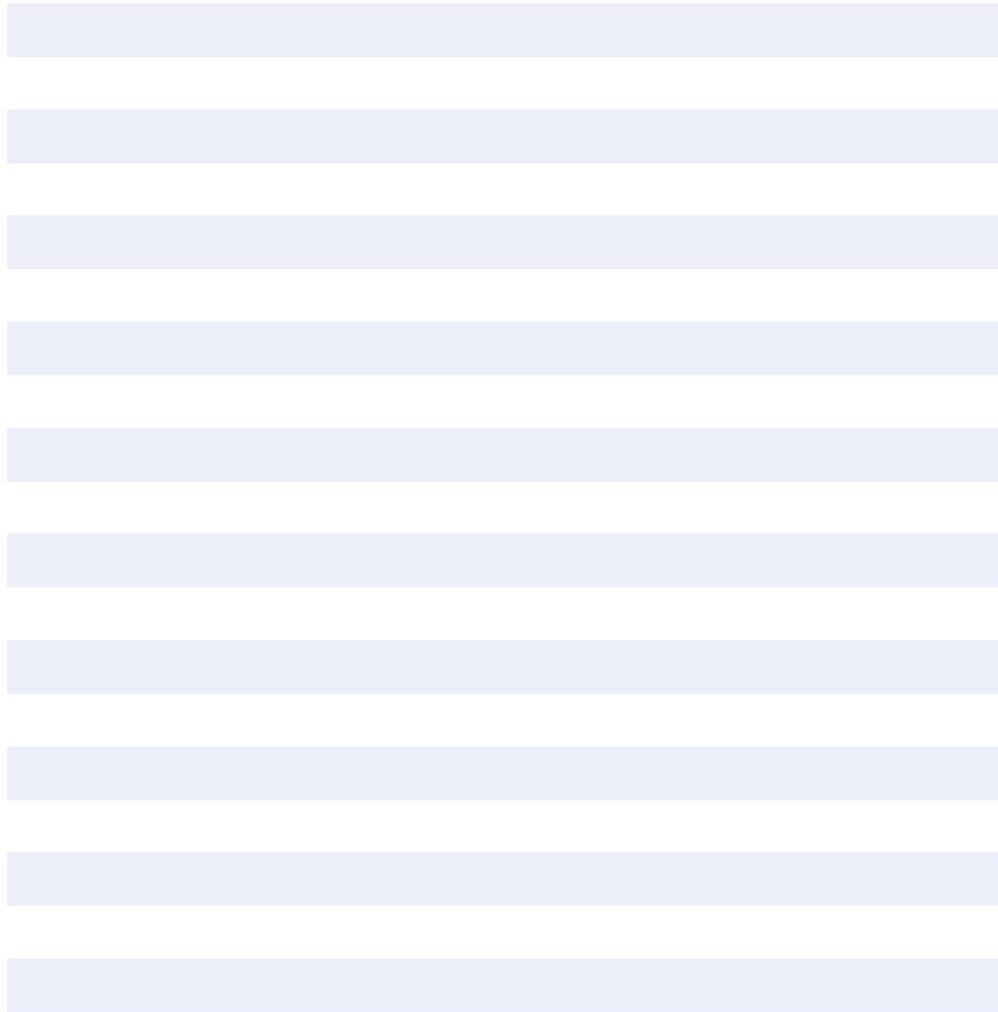
Advertising and marketing

Transaction issue

Closing/Cancelling account

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Citibank	CT	06468		N/A
U.S. Bancorp	NY	11717		N/A
Citibank	NJ	07030		N/A
Citibank	UT	84004		N/A
JPMorgan Chase & Co.	TX	77079		N/A
HSBC North America Holdings Inc.	CT	06117		N/A
Capital One	WA	98258		N/A
Discover	TN	38109		N/A
Bank of America	NY	10010		N/A
Bank of America	MD	21208		N/A
JPMorgan Chase & Co.	VA	20110		N/A
Synchrony Financial	AR	72209		N/A
JPMorgan Chase & Co.	MA	01760		N/A
Citibank	OH	43123	Older American	N/A
Capital One	TN	37179		N/A
Capital One	CO	80211		N/A
Discover	OK	73122		N/A
Bank of America	CA	91605		N/A
Capital One	MD	20744	Older American	N/A
Bank of America	MA	01833		N/A
Bank of America	VA	20187		N/A

Credit Card Complaints

Based on Consumer Complaints

Referral	06/27/2014	Closed with explanation	Yes	No
Web	06/20/2014	Closed with explanation	Yes	No
Web	06/14/2014	Closed with explanation	Yes	No
Phone	07/03/2014	Closed with explanation	Yes	No
Web	06/24/2014	Closed with explanation	Yes	Yes
Web	06/17/2014	Closed with explanation	Yes	No
Web	06/15/2014	Closed with explanation	Yes	No
Web	06/20/2014	Closed with explanation	Yes	Yes
Web	06/18/2014	Closed with explanation	Yes	No
Web	06/25/2014	Closed with explanation	Yes	No
Web	06/20/2014	Closed with explanation	Yes	No
Web	07/03/2014	Closed with explanation	Yes	No
Web	07/15/2014	Closed with explanation	Yes	No
Web	07/15/2014	Closed with monetary relief	Yes	Yes
Phone	07/03/2014	Closed with explanation	Yes	No
Web	06/25/2014	Closed with monetary relief	Yes	No
Web	07/10/2014	Closed with monetary relief	Yes	No
Web	06/27/2014	Closed with explanation	Yes	No
Web	06/16/2014	Closed with monetary relief	Yes	No
Web	06/20/2014	Closed with monetary relief	Yes	No
Web	07/15/2014	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

909427

903325

895541

917372

903624

895617

895729

903326

895649

910047

903687

917423

938915

938918

917431

909978

931623

910105

895971

903763

938368

Credit Card Complaints

Based on Consumer Complaints

06/16/2014	Credit card
07/07/2014	Credit card
07/10/2014	Credit card
07/16/2014	Credit card
06/16/2014	Credit card
06/25/2014	Credit card
06/30/2014	Credit card
06/30/2014	Credit card
06/25/2014	Credit card
07/10/2014	Credit card
07/10/2014	Credit card
07/10/2014	Credit card
06/30/2014	Credit card
07/07/2014	Credit card
06/25/2014	Credit card
07/16/2014	Credit card
06/30/2014	Credit card
07/11/2014	Credit card
07/07/2014	Credit card
07/16/2014	Credit card
07/22/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Customer service / Customer relations

Billing disputes

Other

Privacy

APR or interest rate

Other fee

Billing disputes

Billing disputes

Other

Closing/Cancelling account

Identity theft / Fraud / Embezzlement

APR or interest rate

Billing disputes

Other fee

Billing disputes

Other

Other fee

Billing statement

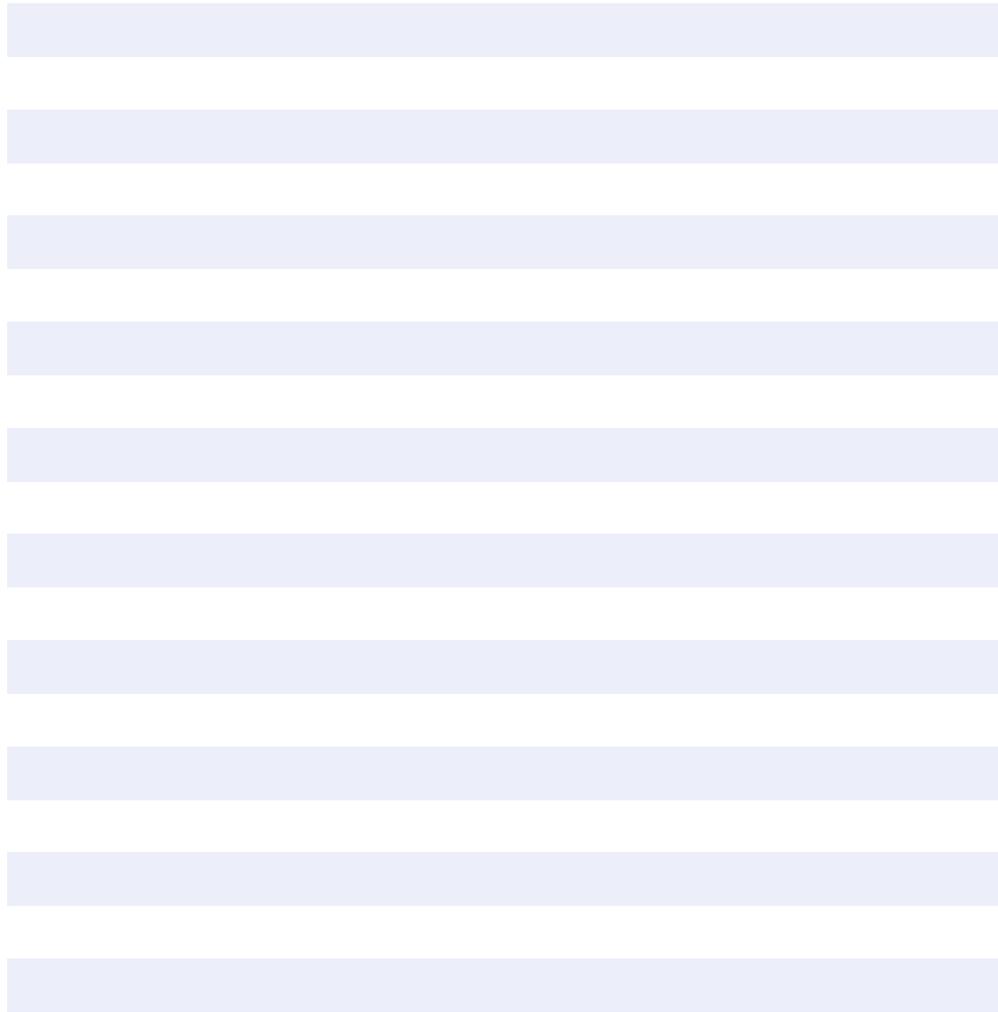
Privacy

Unsolicited issuance of credit card

Other

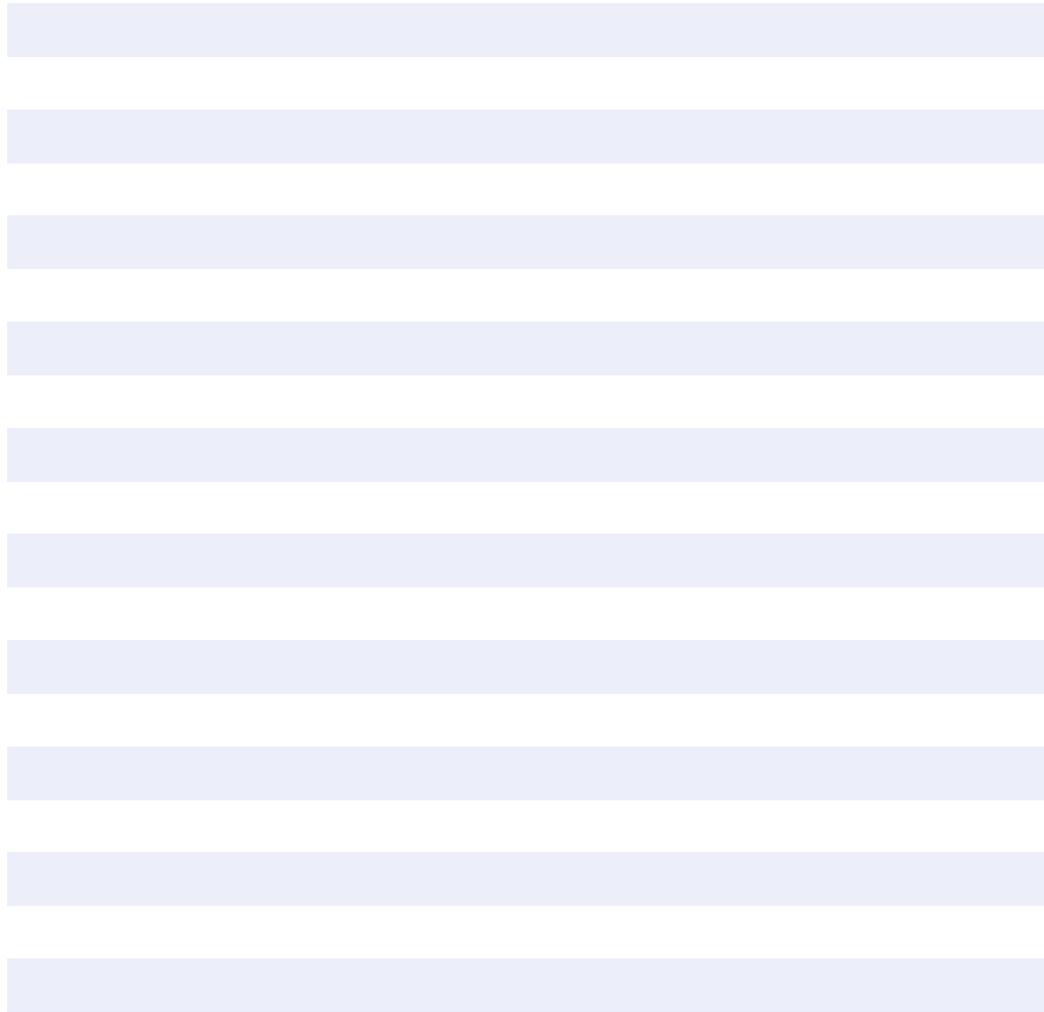
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Synchrony Financial	TX	77075		N/A
Synchrony Financial	CO	81501		N/A
Wells Fargo & Company	AL	36867	Older American	N/A
Experian	OH	45205		N/A
Wells Fargo & Company	AL	36089	Older American	N/A
Wells Fargo & Company	HI	96816		N/A
Citibank	TX	77083	Older American	N/A
Discover	IL	62901	Servicemember	N/A
SunTrust Banks, Inc.	DC	20009		N/A
JPMorgan Chase & Co.	NY	10128		N/A
Capital One	WV	25541		N/A
Synchrony Financial	CA	92021		N/A
Citibank	FL	33306	Older American	N/A
Synchrony Financial	NC	27537		N/A
Synchrony Financial	CA	91724		N/A
Discover	NY	11565		N/A
Bank of America	FL	32008		N/A
Citibank	IL	60611		N/A
JPMorgan Chase & Co.	TX	75287		N/A
Synchrony Financial	FL	33898		N/A
Capital One	CA	94571		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	06/19/2014	Closed with non-monetary relief	Yes	No
Web	07/11/2014	Closed with explanation	Yes	No
Phone	07/17/2014	Closed with explanation	Yes	No
Web	07/22/2014	Closed with non-monetary relief	Yes	No
Phone	06/18/2014	Closed with explanation	Yes	Yes
Referral	06/27/2014	Closed with explanation	Yes	No
Postal mail	07/03/2014	Closed with explanation	Yes	No
Referral	07/16/2014	Closed with explanation	Yes	Yes
Web	06/25/2014	Closed with explanation	Yes	No
Web	07/10/2014	Closed with explanation	Yes	Yes
Web	07/10/2014	Closed with explanation	Yes	No
Web	07/17/2014	Closed with non-monetary relief	Yes	Yes
Web	07/07/2014	Closed with explanation	Yes	No
Referral	07/10/2014	Closed with explanation	Yes	No
Web	06/25/2014	Closed with non-monetary relief	Yes	No
Web	07/16/2014	Closed with explanation	Yes	No
Web	07/02/2014	Closed with explanation	Yes	No
Web	07/11/2014	Closed with monetary relief	Yes	No
Web	07/07/2014	Closed with explanation	Yes	No
Postal mail	07/21/2014	Closed with non-monetary relief	Yes	No
Web	07/22/2014	Closed with monetary relief	Yes	No

Credit Card Complaints

Based on Consumer Complaints

895991

925119

931737

939079

895834

910273

917661

917697

910323

931902

931970

931992

916407

925382

910473

939334

917902

932738

925572

939470

948915

Credit Card Complaints

Based on Consumer Complaints

06/30/2014	Credit card
06/30/2014	Credit card
06/25/2014	Credit card
07/07/2014	Credit card
07/22/2014	Credit card
07/11/2014	Credit card
07/07/2014	Credit card
07/16/2014	Credit card
07/16/2014	Credit card
06/30/2014	Credit card
07/11/2014	Credit card
07/07/2014	Credit card
07/01/2014	Credit card
06/25/2014	Credit card
07/16/2014	Credit card
07/01/2014	Credit card
07/07/2014	Credit card
07/11/2014	Credit card
07/01/2014	Credit card
07/01/2014	Credit card
07/16/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Closing/Cancelling account

Sale of account

Customer service / Customer relations

Transaction issue

Other

Billing statement

Identity theft / Fraud / Embezzlement

Late fee

Other

Billing disputes

Balance transfer

Billing disputes

Privacy

Delinquent account

Bankruptcy

Identity theft / Fraud / Embezzlement

Credit card protection / Debt protection

Customer service / Customer relations

Other

APR or interest rate

Closing/Cancelling account

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Synchrony Financial	GA	30083		N/A
Citibank	TX	76209		N/A
Amex	CA	92116		N/A
Barclays PLC	FL	34233		N/A
Bank of America	FL	33852	Older American	N/A
Synchrony Financial	FL	34769		N/A
Capital One	KY	41017		N/A
Capital One	OH	44203		N/A
Citibank	CA	91405		N/A
Barclays PLC	MA	01851		N/A
Citibank	VA	23453	Older American	N/A
Barclays PLC	NY	10530		N/A
Capital One	NY	11230		N/A
Capital One	CA	91040		N/A
Synchrony Financial	AR	72653		N/A
JPMorgan Chase & Co.	CT	06905		N/A
Amex	MO	63114		N/A
Barclays PLC	CT	06002		N/A
JPMorgan Chase & Co.	OH	44111		N/A
Bank of America	NY	11201		N/A
Citibank	GA	31419		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	07/02/2014	Closed with explanation	Yes	Yes
Web	07/30/2014	Closed with explanation	Yes	No
Phone	06/27/2014	Closed with non-monetary relief	Yes	No
Phone	07/10/2014	Closed with explanation	Yes	No
Web	07/22/2014	Closed with non-monetary relief	Yes	Yes
Phone	07/16/2014	Closed with monetary relief	Yes	No
Referral	07/10/2014	Closed with monetary relief	Yes	No
Referral	07/21/2014	Closed with explanation	Yes	No
Referral	07/22/2014	Closed with explanation	Yes	No
Phone	07/07/2014	Closed with monetary relief	Yes	No
Web	07/11/2014	Closed with monetary relief	Yes	No
Web	07/10/2014	Closed with non-monetary relief	Yes	No
Web	07/01/2014	Closed with explanation	Yes	No
Web	06/25/2014	Closed with non-monetary relief	Yes	No
Web	07/21/2014	Closed with explanation	Yes	Yes
Web	07/01/2014	Closed with explanation	Yes	No
Web	07/07/2014	Closed with monetary relief	Yes	No
Referral	07/16/2014	Closed with explanation	Yes	No
Postal mail	07/07/2014	Closed with explanation	No	
Web	07/01/2014	Closed with explanation	Yes	No
Web	07/16/2014	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

916348

918092

910740

925648

947647

932911

925673

939585

939595

918170

932988

925748

918845

910948

939741

918878

925847

933129

918377

919042

939912

Credit Card Complaints

Based on Consumer Complaints

07/07/2014 Credit card

07/01/2014 Credit card

07/16/2014 Credit card

07/16/2014 Credit card

07/16/2014 Credit card

07/16/2014 Credit card

07/01/2014 Credit card

07/16/2014 Credit card

07/01/2014 Credit card

07/01/2014 Credit card

07/01/2014 Credit card

07/11/2014 Credit card

07/11/2014 Credit card

07/02/2014 Credit card

06/25/2014 Credit card

07/07/2014 Credit card

07/02/2014 Credit card

07/07/2014 Credit card

07/07/2014 Credit card

07/02/2014 Credit card

Credit Card Complaints

Based on Consumer Complaints

Credit determination

Cash advance

Other

Other

Billing disputes

Balance transfer

Other fee

Identity theft / Fraud / Embezzlement

Transaction issue

Closing/Cancelling account

Billing disputes

APR or interest rate

Closing/Cancelling account

Delinquent account

Billing statement

Delinquent account

Credit determination

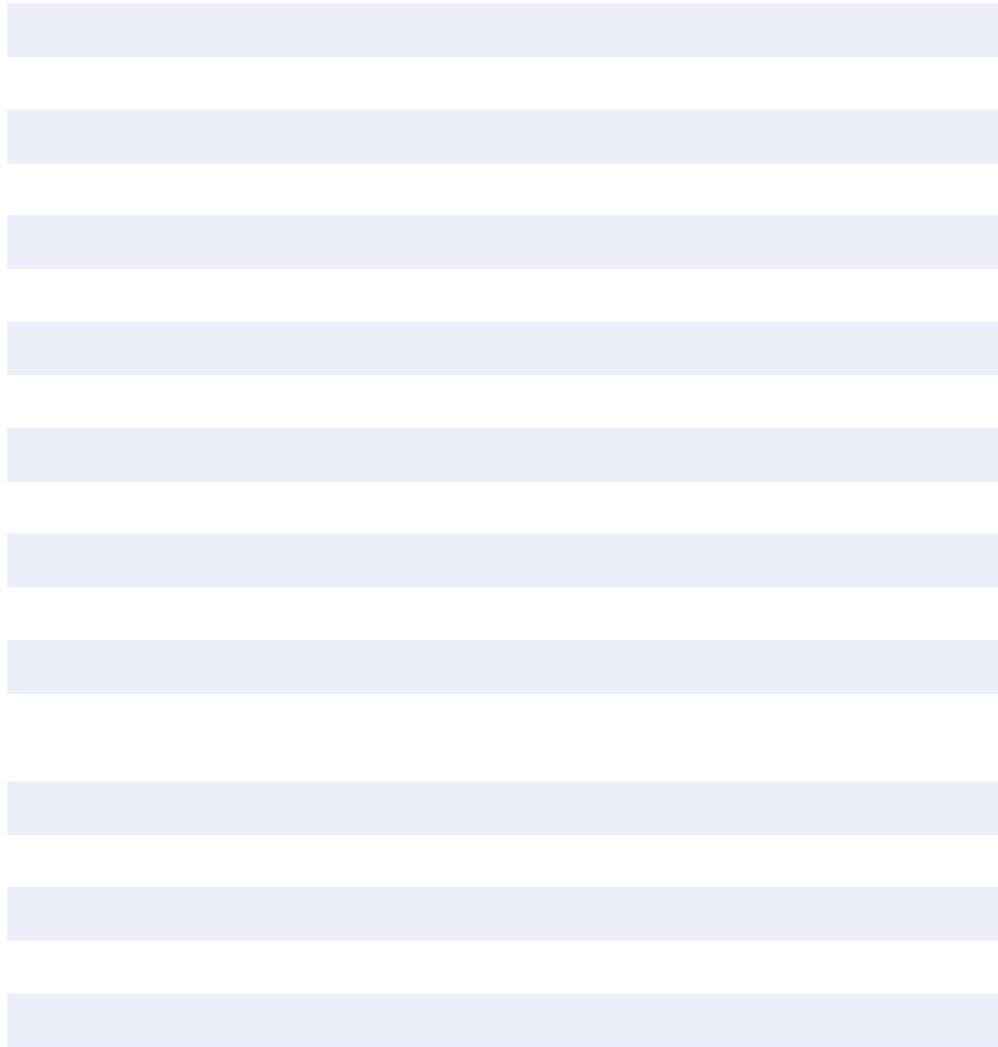
APR or interest rate

Billing disputes

Billing statement

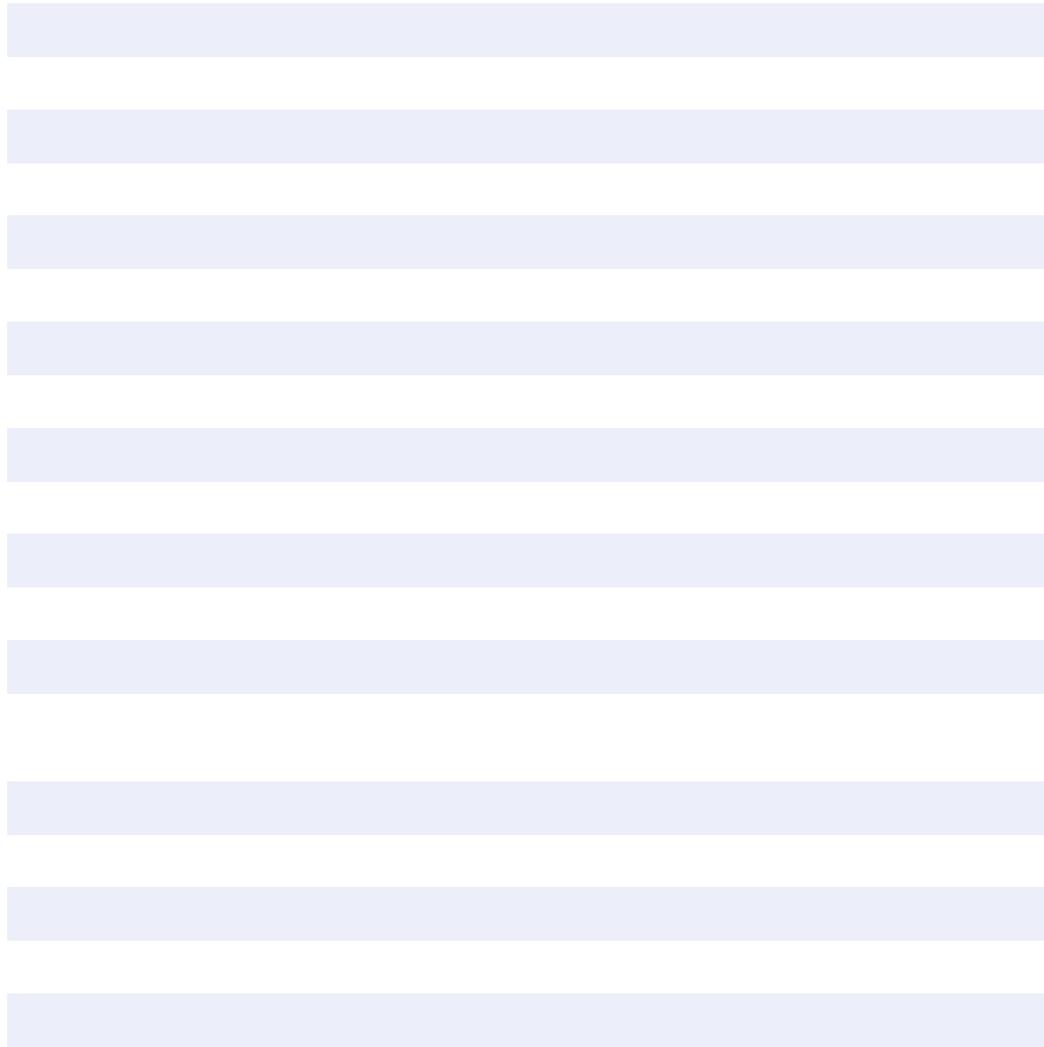
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Capital One	FL	32693		N/A
Amex	NM	87144		N/A
Amex	AL	36532	Older American	N/A
Synchrony Financial	AZ	85616	Older American	N/A
Fifth Third Financial Corporation	FL	34234		N/A
JPMorgan Chase & Co.	OH	43212		N/A
Discover	FL	32221		N/A
JPMorgan Chase & Co.	CO	81131		N/A
Capital One	FL	33073		N/A
Citibank	NC	27408	Older American	N/A
Synchrony Financial	NY	10309		N/A
Discover	NY	11743		N/A
BMO Harris	WI	53092		N/A
SunTrust Banks, Inc.	CT	06902		N/A
Capital One	CA	90805	Older American, Servicemember	N/A
Synchrony Financial	DC	20007		N/A
Citibank	IL	60451		N/A
Synchrony Financial	CO	80218		N/A
Synchrony Financial	VA	23608		N/A
Bank of America	TN	37221		N/A

Credit Card Complaints

Based on Consumer Complaints

Phone	07/10/2014	Closed with non-monetary relief	Yes	No
Phone	07/07/2014	Closed with monetary relief	Yes	No
Fax	07/21/2014	Closed with non-monetary relief	Yes	No
Phone	07/30/2014	Closed with explanation	Yes	No
Referral	07/22/2014	Closed with explanation	Yes	No
Referral	07/22/2014	Closed with explanation	Yes	No
Referral	07/07/2014	Closed with monetary relief	Yes	No
Referral	07/22/2014	Closed with explanation	Yes	No
Web	07/01/2014	Closed with explanation	Yes	Yes
Web	07/07/2014	Closed with non-monetary relief	Yes	No
Fax	07/08/2014	Closed with explanation	Yes	Yes
Postal mail	07/16/2014	Closed with explanation	Yes	No
Web	07/16/2014	Closed with explanation	Yes	No
Web	07/02/2014	Closed with explanation	Yes	Yes
Phone	06/27/2014	Closed with explanation	Yes	No
Web	07/07/2014	Closed with monetary relief	Yes	No
Web	07/02/2014	Closed with explanation	Yes	No
Web	07/07/2014	Closed with monetary relief	Yes	No
Web	07/07/2014	Closed with monetary relief	Yes	No
Web	07/02/2014	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

925967

919169

940954

940695

941300

940598

919977

940374

919691

919802

920083

933302

933310

920772

911211

924560

920232

926481

926491

920884

Credit Card Complaints

Based on Consumer Complaints

06/26/2014	Credit card
07/07/2014	Credit card
07/07/2014	Credit card
07/11/2014	Credit card
07/07/2014	Credit card
06/26/2014	Credit card
07/11/2014	Credit card
07/07/2014	Credit card
06/26/2014	Credit card
07/08/2014	Credit card
07/08/2014	Credit card
06/26/2014	Credit card
07/16/2014	Credit card
07/16/2014	Credit card
07/02/2014	Credit card
06/26/2014	Credit card
07/17/2014	Credit card
07/17/2014	Credit card
07/02/2014	Credit card
07/17/2014	Credit card
07/08/2014	Credit card
07/11/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Transaction issue

Billing disputes

Late fee

Credit line increase/decrease

Billing statement

Identity theft / Fraud / Embezzlement

Transaction issue

Credit determination

Credit card protection / Debt protection

Late fee

Delinquent account

Delinquent account

Payoff process

Customer service / Customer relations

Billing disputes

Closing/Cancelling account

Delinquent account

Other fee

Closing/Cancelling account

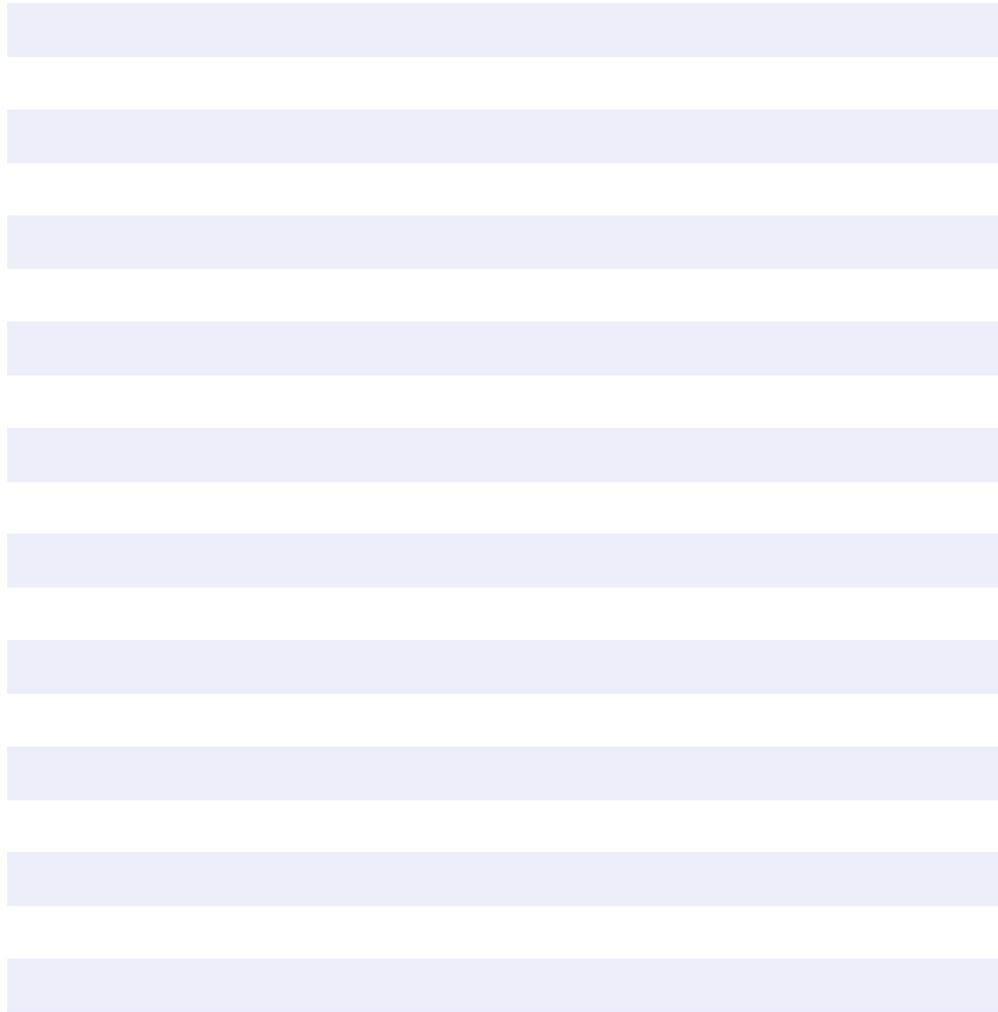
Identity theft / Fraud / Embezzlement

APR or interest rate

Closing/Cancelling account

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Citibank	TX	77055		N/A
JPMorgan Chase & Co.	NC	27503		N/A
Synchrony Financial	PA	15143		N/A
Citibank	NH	03603		N/A
Bank of America	PA	19543	Older American	N/A
Capital One	CA	90069		N/A
USAA Savings	CA	95834		N/A
Capital One	MD	21225		N/A
Amex	NJ	08012		N/A
Citibank	CO	80127		N/A
Citibank	GA	30436		N/A
Resurgent Capital Services L.P.	TN	37421		N/A
Discover	NY	11216		N/A
Amex	CO	80005	Older American	N/A
TD Bank US Holding Company	FL	33434		N/A
Synchrony Financial	MI	48141		N/A
Experian	NY	10021		N/A
JPMorgan Chase & Co.	MI	48135		N/A
Synchrony Financial	CA	91320		N/A
BMO Harris	AZ	85345		N/A
Synchrony Financial	AZ	85732		N/A
Amex	CA	90292		N/A

Credit Card Complaints

Based on Consumer Complaints

Referral	06/30/2014	Closed with monetary relief	Yes	No
Referral	07/10/2014	Closed with monetary relief	Yes	No
Referral	07/10/2014	Closed with monetary relief	Yes	No
Web	07/11/2014	Closed with explanation	Yes	No
Web	07/10/2014	Closed with explanation	Yes	No
Web	06/26/2014	Closed with explanation	Yes	No
Referral	07/16/2014	Closed with monetary relief	Yes	No
Phone	07/10/2014	Closed with explanation	Yes	No
Web	06/26/2014	Closed with explanation	Yes	Yes
Web	07/08/2014	Closed with monetary relief	Yes	No
Web	07/08/2014	Closed with non-monetary relief	Yes	No
Web	07/01/2014	Closed with explanation	Yes	No
Web	07/16/2014	Closed with non-monetary relief	Yes	No
Phone	07/22/2014	Closed with explanation	Yes	No
Phone	07/08/2014	Closed with explanation	Yes	No
Referral	06/30/2014	Closed with explanation	Yes	No
Web	07/22/2014	Closed with non-monetary relief	Yes	No
Web	07/17/2014	Closed with explanation	Yes	No
Postal mail	07/08/2014	Closed with explanation	Yes	No
Web	07/17/2014	Closed with explanation	Yes	Yes
Referral	07/11/2014	Closed with monetary relief	Yes	No
Web	07/11/2014	Closed with non-monetary relief	Yes	No

Credit Card Complaints

Based on Consumer Complaints

912353

926570

926580

933563

924684

912118

933753

926633

911553

928296

928240

912184

940430

940434

920212

911658

941028

941110

921122

942682

926678

933816

Credit Card Complaints

Based on Consumer Complaints

07/17/2014	Credit card
07/02/2014	Credit card
07/17/2014	Credit card
07/11/2014	Credit card
07/11/2014	Credit card
07/17/2014	Credit card
07/22/2014	Credit card
07/17/2014	Credit card
06/26/2014	Credit card
07/02/2014	Credit card
07/08/2014	Credit card
07/12/2014	Credit card
06/26/2014	Credit card
07/12/2014	Credit card
07/17/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Delinquent account

Sale of account

Billing disputes

Payoff process

Application processing delay

Overlimit fee

Delinquent account

Transaction issue

Billing disputes

Billing disputes

Late fee

Billing disputes

Credit line increase/decrease

Billing disputes

Transaction issue

Payoff process

Balance transfer

Closing/Cancelling account

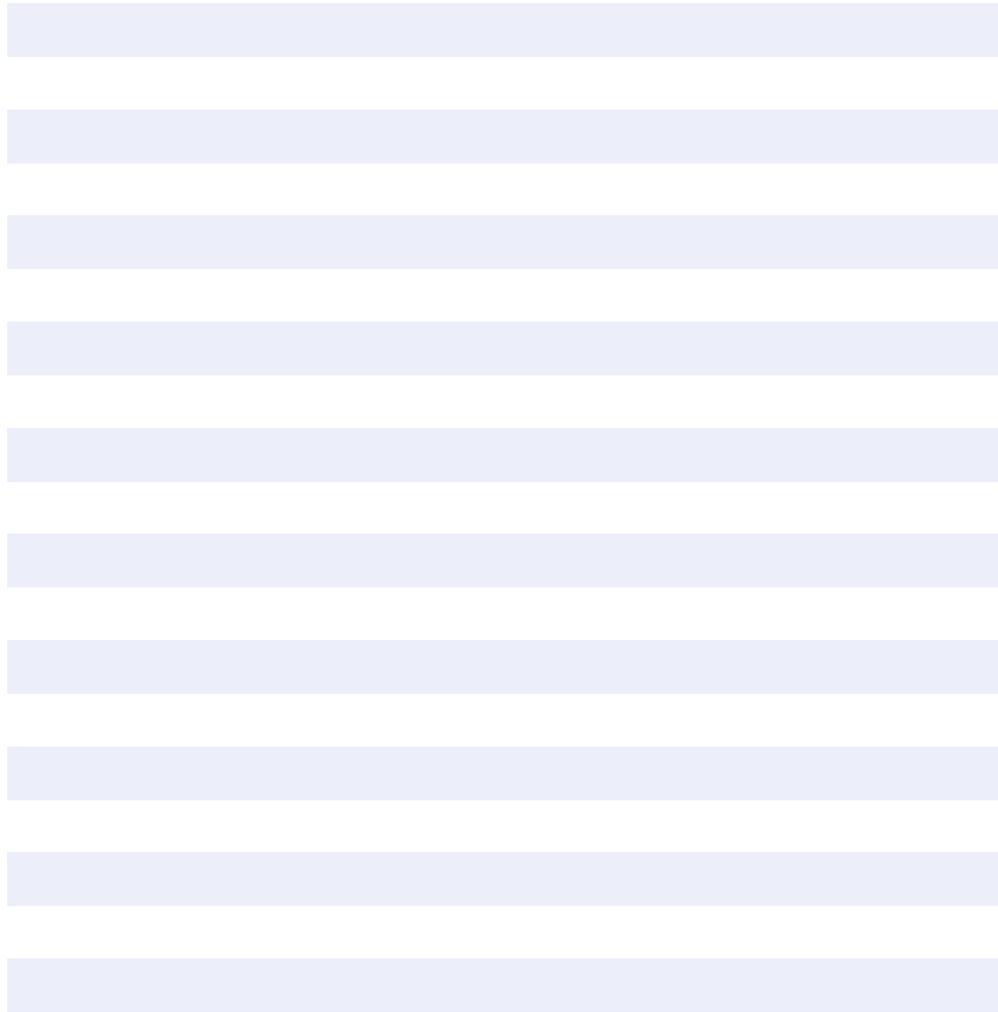
Billing statement

Other

Other

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Citibank	IL	62269	Older American	N/A
Bank of America	AL	36571		N/A
Citibank	MN	55091		N/A
JPMorgan Chase & Co.	WA	98166		N/A
Wells Fargo & Company	FL	32256		N/A
Capital One	CA	92101		N/A
Synchrony Financial	WA	98391	Older American	N/A
Citibank	OH	45230		N/A
PayPal Holdings, Inc.	NY	10701		N/A
JPMorgan Chase & Co.	TX	77357		N/A
Citibank	CA	90250		N/A
Continental Finance Company, LLC	FL	32405		N/A
JPMorgan Chase & Co.	IL	61611		N/A
Citibank	FL	33030		N/A
U.S. Bancorp	CA	91331		N/A
Amex	FL	33067		N/A
JPMorgan Chase & Co.	CA	95667		N/A
Barclays PLC	WI	53209		N/A
Synchrony Financial	NC	27103		N/A
Citibank	GA	30092		N/A
Capital One	CT	06471		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	07/17/2014	Closed with explanation	Yes	No
Postal mail	07/08/2014	Closed with explanation	Yes	No
Referral	07/22/2014	Closed with monetary relief	Yes	No
Web	07/11/2014	Closed with monetary relief	Yes	No
Web	07/11/2014	Closed with explanation	Yes	No
Referral	07/22/2014	Closed with monetary relief	Yes	No
Web	07/25/2014	Closed with non-monetary relief	Yes	No
Web	07/17/2014	Closed with monetary relief	Yes	No
Web	06/30/2014	Closed with explanation	No	Yes
Referral	07/08/2014	Closed with explanation	Yes	Yes
Web	07/08/2014	Closed with monetary relief	Yes	No
Web	07/17/2014	Closed with monetary relief	No	No
Web	07/12/2014	Closed with explanation	Yes	Yes
Web	07/12/2014	Closed with explanation	Yes	No
Web	07/12/2014	Closed with monetary relief	Yes	No
Web	07/12/2014	Closed with explanation	Yes	No
Web	07/12/2014	Closed with monetary relief	Yes	Yes
Web	07/12/2014	Closed with explanation	Yes	Yes
Fax	06/30/2014	Closed with explanation	Yes	No
Web	07/12/2014	Closed with monetary relief	Yes	No
Web	07/17/2014	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

941174

920283

941199

933858

934406

941289

948362

941345

912447

920418

927679

934493

934517

934520

934524

934535

934546

934550

912069

934626

941531

Credit Card Complaints

Based on Consumer Complaints

06/26/2014	Credit card
07/14/2014	Credit card
07/08/2014	Credit card
07/17/2014	Credit card
07/08/2014	Credit card
07/17/2014	Credit card
07/22/2014	Credit card
07/14/2014	Credit card
07/27/2014	Credit card
07/27/2014	Credit card
07/27/2014	Credit card
07/08/2014	Credit card
07/08/2014	Credit card
06/26/2014	Credit card
07/23/2014	Credit card
07/14/2014	Credit card
07/08/2014	Credit card
07/17/2014	Credit card
07/23/2014	Credit card
06/26/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Balance transfer

Billing statement

Billing disputes

APR or interest rate

Identity theft / Fraud / Embezzlement

Customer service / Customer relations

Billing disputes

Credit line increase/decrease

Other

Delinquent account

APR or interest rate

Billing disputes

Late fee

Other fee

Rewards

Other

Other

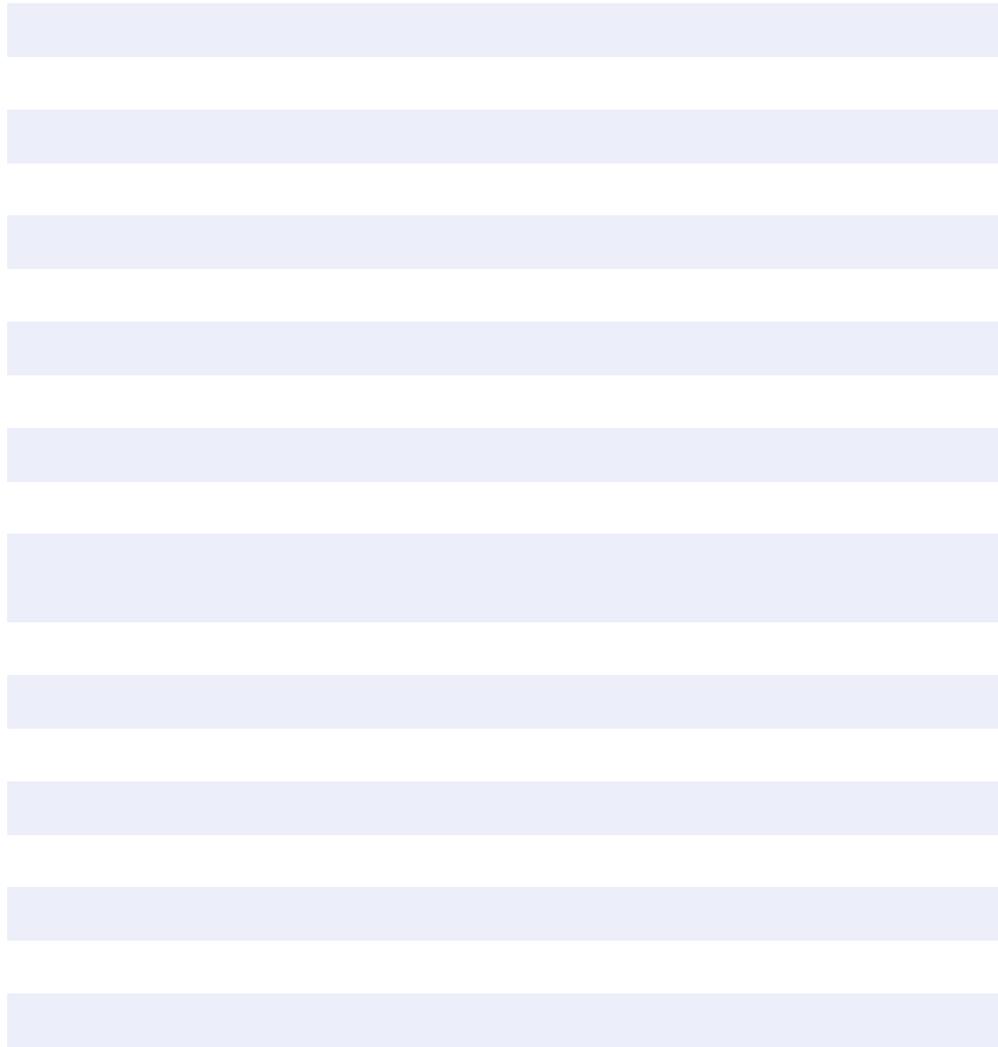
Payoff process

Billing disputes

Billing disputes

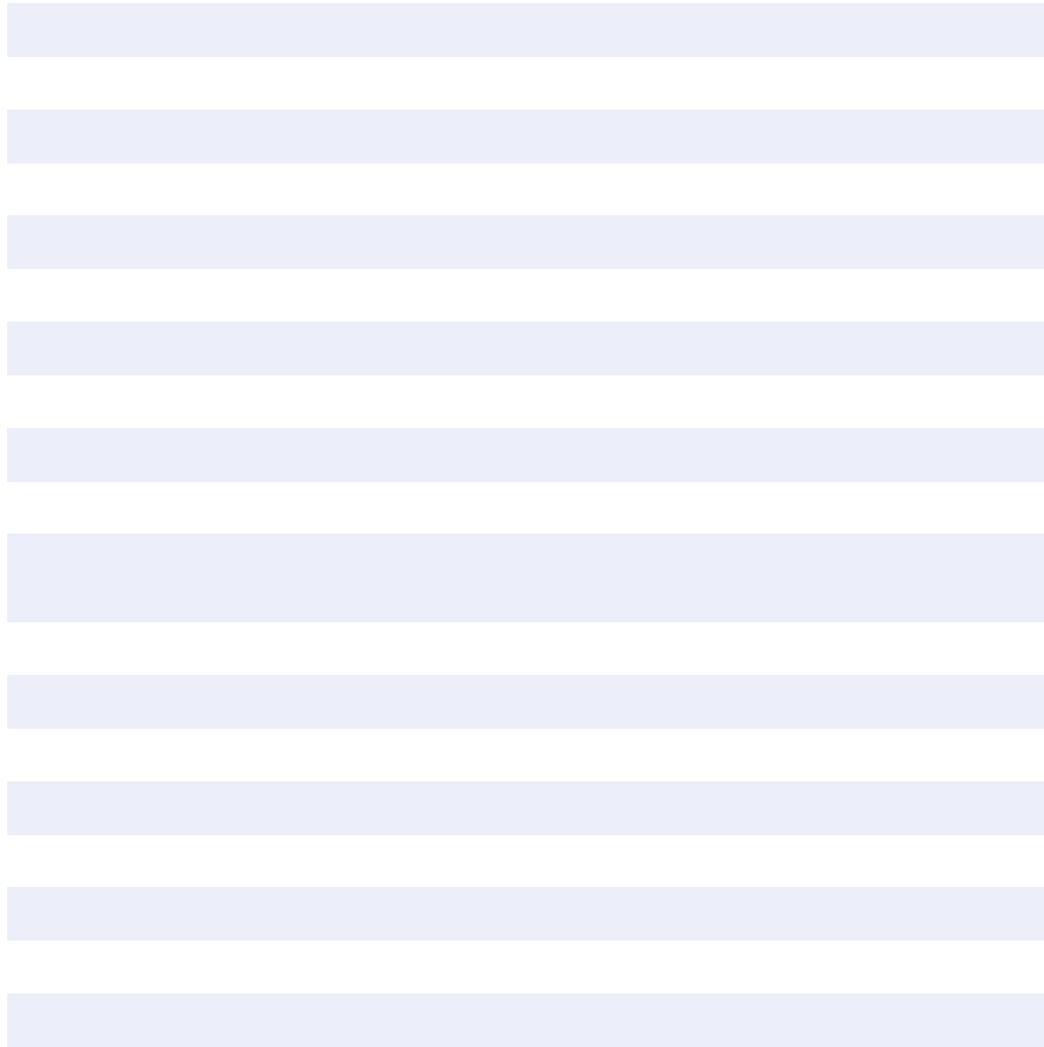
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Capital One	MA	01879		N/A
Capital One	FL	33157		N/A
Synchrony Financial	FL	33063		N/A
Synchrony Financial	SD	57716		N/A
Wells Fargo & Company	AL	36867	Older American	N/A
Wells Fargo & Company	OH	45002		N/A
Barclays PLC	RI	02908		N/A
Citibank	OK	73534		N/A
Capital One	MI	49013		N/A
Citibank	OH	43204		N/A
JPMorgan Chase & Co.	FL	34761		N/A
Amex	NC	28570	Older American, Servicemember	N/A
Synchrony Financial	MD	21230		N/A
Barclays PLC	GA	31419		N/A
Amex	CA	94131		N/A
Barclays PLC	WI	53186		N/A
JPMorgan Chase & Co.	SC	29588		N/A
JPMorgan Chase & Co.	MI	49854		N/A
TD Bank US Holding Company	ID	83704	Servicemember	N/A
Barclays PLC	CA	92345		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	07/01/2014	Closed with monetary relief	Yes	No
Web	07/14/2014	Closed with monetary relief	Yes	No
Web	07/11/2014	Closed with monetary relief	Yes	No
Referral	07/23/2014	Closed with explanation	Yes	No
Phone	07/11/2014	Closed with explanation	Yes	No
Referral	07/23/2014	Closed with explanation	Yes	No
Web	07/22/2014	Closed with monetary relief	Yes	No
Web	07/17/2014	Closed with monetary relief	Yes	No
Web	07/27/2014	Closed with explanation	Yes	No
Web	07/29/2014	Closed with monetary relief	Yes	Yes
Web	07/30/2014	Closed with explanation	Yes	No
Phone	07/11/2014	Closed with explanation	Yes	No
Web	07/11/2014	Closed with explanation	Yes	No
Web	06/26/2014	Closed with monetary relief	Yes	Yes
Web	07/23/2014	Closed with explanation	Yes	Yes
Web	07/14/2014	Closed with explanation	Yes	No
Phone	07/11/2014	Closed with explanation	Yes	Yes
Web	07/17/2014	Closed with explanation	Yes	No
Web	07/25/2014	Closed with monetary relief	Yes	No
Web	06/26/2014	Closed with monetary relief	Yes	No

Credit Card Complaints

Based on Consumer Complaints

912663

934808

926864

941659

926921

941669

948724

936527

955879

955723

955888

927091

927831

912985

949497

936257

927137

941941

949540

911531

Credit Card Complaints

Based on Consumer Complaints

07/28/2014 Credit card

07/23/2014 Credit card

06/26/2014 Credit card

07/17/2014 Credit card

07/23/2014 Credit card

07/08/2014 Credit card

07/08/2014 Credit card

07/08/2014 Credit card

07/28/2014 Credit card

06/26/2014 Credit card

07/14/2014 Credit card

07/08/2014 Credit card

06/26/2014 Credit card

07/28/2014 Credit card

07/28/2014 Credit card

07/14/2014 Credit card

07/28/2014 Credit card

07/31/2014 Credit card

06/26/2014 Credit card

07/08/2014 Credit card

07/31/2014 Credit card

Credit Card Complaints

Based on Consumer Complaints

Transaction issue

Rewards

Billing disputes

Customer service / Customer relations

Credit determination

Arbitration

Credit determination

APR or interest rate

Customer service / Customer relations

Closing/Cancelling account

Closing/Cancelling account

Other

Other

Closing/Cancelling account

Application processing delay

Billing disputes

APR or interest rate

Customer service / Customer relations

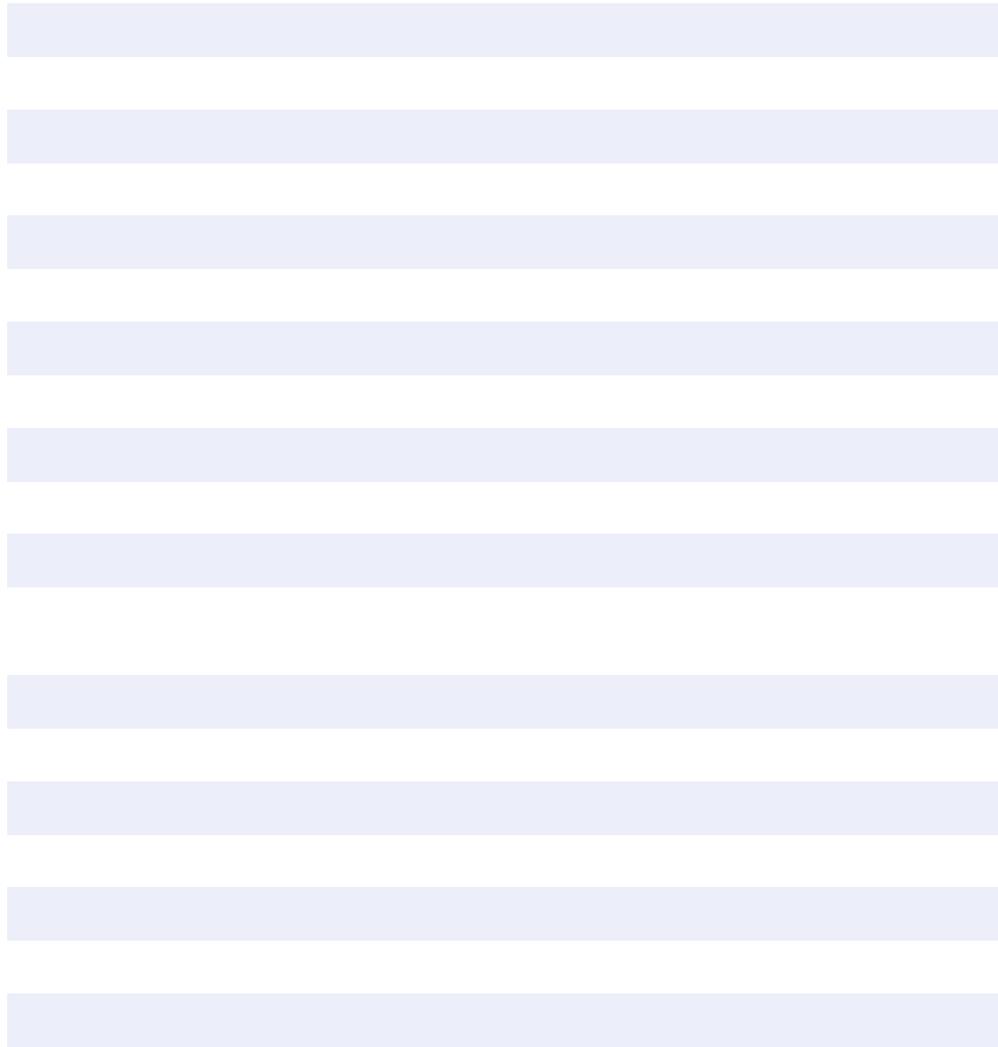
Billing disputes

Closing/Cancelling account

Credit line increase/decrease

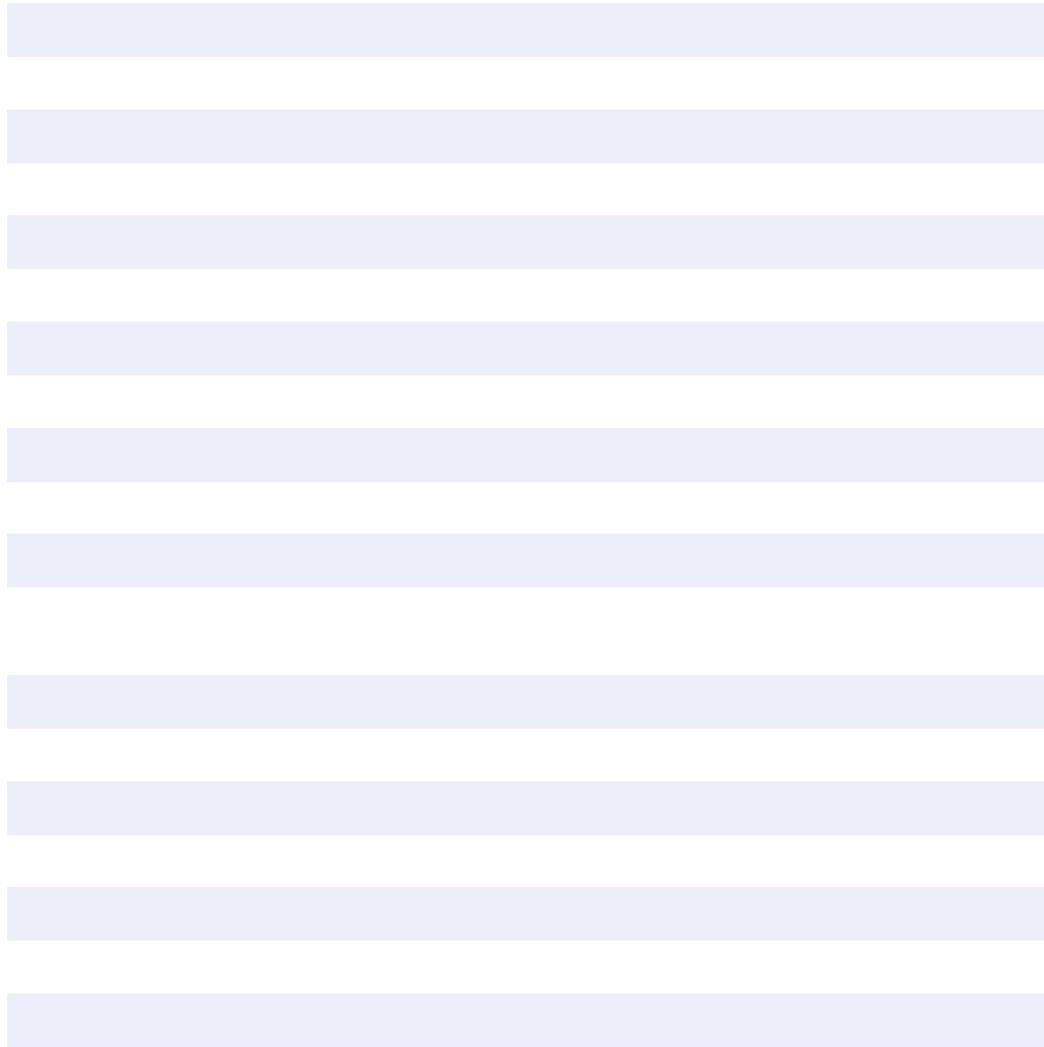
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Citibank	AR	72210		N/A
Bank of America	NJ	07416		N/A
Citibank	OH	44132		N/A
SunTrust Banks, Inc.	FL	32136		N/A
Wells Fargo & Company	MD	21133		N/A
Bank of America	MS	38671		N/A
Synchrony Financial	CT	06444	Older American	N/A
Barclays PLC	CA	95336		N/A
Citibank	FL	33578		N/A
U.S. Bancorp	MN	55404		N/A
Barclays PLC	NY	11230	Older American	N/A
Capital One	WI	54512		N/A
Synchrony Financial	MA	01510		N/A
JPMorgan Chase & Co.	IA	52803	Older American, Servicemember	N/A
Bank of America	NJ	07605		N/A
Synchrony Financial	OH	44024		N/A
Capital One	MD	20886		N/A
Capital One	PA	19403		N/A
JPMorgan Chase & Co.	FL	33484		N/A
Citibank	MI	48060		N/A
Synchrony Financial	RI	02919		N/A

Credit Card Complaints

Based on Consumer Complaints

Referral	07/30/2014	Closed with monetary relief	Yes	No
Web	07/23/2014	Closed with explanation	Yes	No
Referral	06/30/2014	Closed with non-monetary relief	Yes	Yes
Referral	07/22/2014	Closed with explanation	Yes	No
Web	07/23/2014	Closed with monetary relief	Yes	No
Web	07/08/2014	Closed with explanation	Yes	Yes
Phone	07/11/2014	Closed with explanation	Yes	No
Postal mail	07/11/2014	Closed with non-monetary relief	Yes	No
Web	07/28/2014	Closed with monetary relief	Yes	No
Referral	06/30/2014	Closed with explanation	Yes	Yes
Phone	07/17/2014	Closed with explanation	Yes	Yes
Postal mail	07/11/2014	Closed with explanation	Yes	Yes
Referral	06/30/2014	Closed with monetary relief	Yes	No
Phone	07/30/2014	Closed with explanation	Yes	No
Web	07/28/2014	Closed with explanation	Yes	No
Web	07/14/2014	Closed with monetary relief	Yes	No
Web	07/28/2014	Closed with explanation	Yes	No
Web	07/31/2014	Closed with explanation	Yes	No
Referral	06/30/2014	Closed with explanation	Yes	No
Web	07/08/2014	Closed with monetary relief	Yes	No
Web	07/31/2014	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

956180

949565

913125

942308

949597

927285

927303

927737

956340

911608

935344

927379

913338

956391

956401

935404

957098

963331

912062

927478

963361

Credit Card Complaints

Based on Consumer Complaints

07/31/2014	Credit card
06/26/2014	Credit card
07/23/2014	Credit card
07/28/2014	Credit card
07/14/2014	Credit card
06/26/2014	Credit card
06/26/2014	Credit card
07/28/2014	Credit card
07/23/2014	Credit card
07/18/2014	Credit card
07/23/2014	Credit card
08/01/2014	Credit card
07/28/2014	Credit card
07/23/2014	Credit card
08/01/2014	Credit card
07/28/2014	Credit card
07/23/2014	Credit card
07/28/2014	Credit card
07/18/2014	Credit card
07/23/2014	Credit card
07/18/2014	Credit card
07/28/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Application processing delay

Billing disputes

APR or interest rate

Transaction issue

Rewards

Billing disputes

Billing disputes

Application processing delay

Late fee

Customer service / Customer relations

Closing/Cancelling account

Unsolicited issuance of credit card

Payoff process

Late fee

Billing disputes

Other

Credit determination

Other

APR or interest rate

Billing disputes

Late fee

Closing/Cancelling account

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Amex	MA	01420		N/A
HSBC North America Holdings Inc.	NY	10466		N/A
Barclays PLC	GA	30067		N/A
Synchrony Financial	CO	80908		N/A
Barclays PLC	VA	23451	Older American	N/A
JPMorgan Chase & Co.	AZ	85251		N/A
Capital One	NY	11758		N/A
Synchrony Financial	VA	23059		N/A
Wells Fargo & Company	NJ	07724	Older American	N/A
Amex	FL	33404		N/A
JPMorgan Chase & Co.	NY	13068		N/A
Synchrony Financial	CA	92102		N/A
Wells Fargo & Company	TX	77978		N/A
Synchrony Financial	NY	10028		N/A
Capital One	NY	11233		N/A
Citibank	NY	14564		N/A
Synchrony Financial	CA	93291	Older American	N/A
People's United Bank	NY	14564		N/A
Citibank	MA	02301		N/A
JPMorgan Chase & Co.	FL	33306		N/A
U.S. Bancorp	OH	43085		N/A
Citizens Financial Group, Inc.	CA	95014		N/A

Credit Card Complaints

Based on Consumer Complaints

Phone	08/05/2014	Closed with explanation	Yes	No
Referral	07/01/2014	Closed with monetary relief	Yes	No
Web	07/23/2014	Closed with explanation	Yes	No
Web	08/06/2014	Closed with explanation	Yes	No
Web	07/14/2014	Closed with monetary relief	Yes	No
Referral	07/01/2014	Closed with explanation	Yes	Yes
Referral	07/01/2014	Closed with monetary relief	Yes	No
Web	07/30/2014	Closed with explanation	Yes	No
Web	07/23/2014	Closed with explanation	Yes	Yes
Web	07/18/2014	Closed with explanation	Yes	No
Web	07/31/2014	Closed with explanation	Yes	No
Web	08/01/2014	Closed with non-monetary relief	Yes	No
Phone	08/04/2014	Closed with monetary relief	Yes	No
Web	07/23/2014	Closed with monetary relief	Yes	No
Web	08/05/2014	Closed with monetary relief	Yes	No
Phone	07/31/2014	Closed with explanation	Yes	No
Web	07/28/2014	Closed with explanation	Yes	No
Phone	07/31/2014	Closed with explanation	Yes	No
Web	07/18/2014	Closed with explanation	Yes	No
Web	07/28/2014	Closed with explanation	Yes	No
Web	07/18/2014	Closed with explanation	Yes	No
Referral	07/31/2014	Closed with explanation	Yes	Yes

Credit Card Complaints

Based on Consumer Complaints

963362

913446

949913

956534

935592

913573

913575

956591

949365

943202

949530

964271

956773

950138

965527

956834

950608

956835

943326

950924

943361

957601

Credit Card Complaints

Based on Consumer Complaints

07/23/2014	Credit card
08/01/2014	Credit card
07/23/2014	Credit card
07/23/2014	Credit card
08/01/2014	Credit card
07/28/2014	Credit card
08/01/2014	Credit card
07/28/2014	Credit card
08/01/2014	Credit card
07/28/2014	Credit card
08/01/2014	Credit card
08/01/2014	Credit card
07/29/2014	Credit card
08/01/2014	Credit card
07/29/2014	Credit card
07/29/2014	Credit card
07/29/2014	Credit card
08/01/2014	Credit card
07/29/2014	Credit card
08/01/2014	Credit card
08/01/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Billing disputes

Transaction issue

Unsolicited issuance of credit card

Other fee

Identity theft / Fraud / Embezzlement

Delinquent account

APR or interest rate

APR or interest rate

Billing disputes

Billing disputes

APR or interest rate

Other fee

Billing disputes

Credit determination

Late fee

Other

Billing statement

Late fee

Balance transfer fee

Sale of account

Identity theft / Fraud / Embezzlement

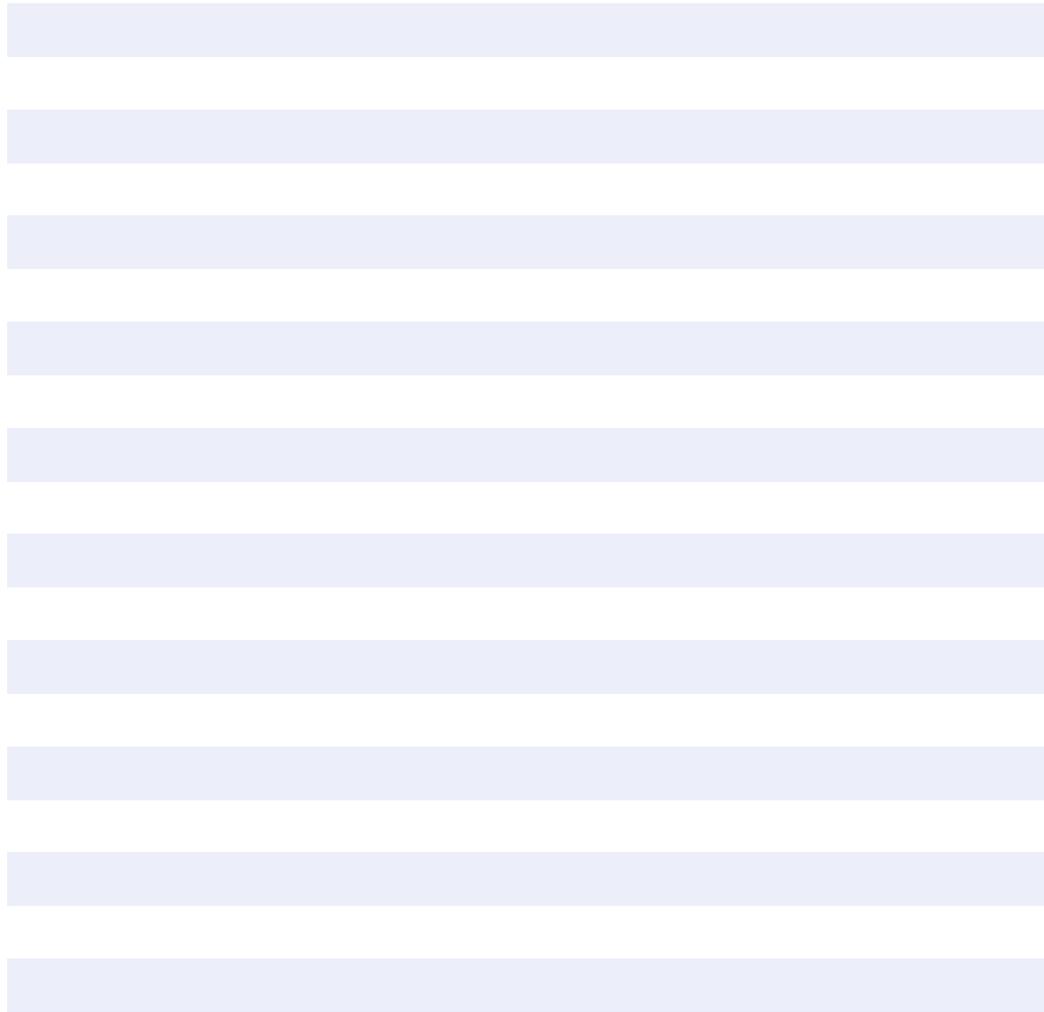
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Discover	PA	17954		N/A
Discover	IL	61920		N/A
Citibank	FL	33634		N/A
Capital One	TX	76354		N/A
Bank of America	NC	27051		N/A
Amex	FL	33064		N/A
USAA Savings	CT	06606		N/A
JPMorgan Chase & Co.	TX	75180	Servicemember	N/A
Bank of America	NV	89410		N/A
Citibank	NY	11518	Older American	N/A
Synchrony Financial	MD	20601	Older American	N/A
Amex	GA	30317		N/A
Synchrony Financial	NV	89135		N/A
Citibank	GA	30240		N/A
Capital One	VA	22043	Older American	N/A
Discover	IL	60601		N/A
Synchrony Financial	TN	38108		N/A
Regions Financial Corporation	NM	87174	Older American	N/A
Amex	RI	02921		N/A
Wells Fargo & Company	MO	63146		N/A
Citibank	CA	90803		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	07/28/2014	Closed with monetary relief	Yes	Yes
Web	08/01/2014	Closed with monetary relief	Yes	No
Web	07/28/2014	Closed with non-monetary relief	Yes	No
Web	07/28/2014	Closed with monetary relief	Yes	No
Web	08/01/2014	Closed with explanation	Yes	No
Web	07/31/2014	Closed with explanation	Yes	No
Postal mail	08/05/2014	Closed with monetary relief	Yes	No
Web	07/28/2014	Closed with monetary relief	Yes	No
Referral	08/05/2014	Closed with explanation	Yes	No
Phone	07/31/2014	Closed with explanation	Yes	Yes
Postal mail	08/05/2014	Closed with monetary relief	Yes	No
Web	08/01/2014	Closed with explanation	Yes	No
Phone	07/31/2014	Closed with explanation	Yes	No
Web	08/01/2014	Closed with explanation	Yes	Yes
Web	07/29/2014	Closed with monetary relief	Yes	Yes
Web	07/29/2014	Closed with explanation	Yes	No
Web	07/29/2014	Closed with monetary relief	Yes	No
Web	08/13/2014	Closed with monetary relief	Yes	No
Web	07/29/2014	Closed with monetary relief	Yes	No
Web	08/01/2014	Closed with explanation	Yes	No
Web	08/06/2014	Closed with monetary relief	Yes	No

Credit Card Complaints

Based on Consumer Complaints

949356

964387

950909

950934

964671

957675

964703

957292

964757

955923

964065

964935

958143

965531

958204

958211

958215

964031

958314

965480

965354

Credit Card Complaints

Based on Consumer Complaints

08/01/2014	Credit card
07/14/2014	Credit card
07/14/2014	Credit card
07/02/2014	Credit card
07/02/2014	Credit card
07/02/2014	Credit card
07/14/2014	Credit card
07/02/2014	Credit card
07/02/2014	Credit card
07/14/2014	Credit card
07/08/2014	Credit card
07/15/2014	Credit card
07/02/2014	Credit card
07/29/2014	Credit card
07/15/2014	Credit card
07/29/2014	Credit card
07/29/2014	Credit card
07/15/2014	Credit card
07/29/2014	Credit card
07/15/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Customer service / Customer relations

Other fee

Transaction issue

Credit determination

Cash advance

Billing statement

Billing statement

Identity theft / Fraud / Embezzlement

APR or interest rate

Billing disputes

Billing disputes

Credit line increase/decrease

Payoff process

Sale of account

Other fee

Other fee

Rewards

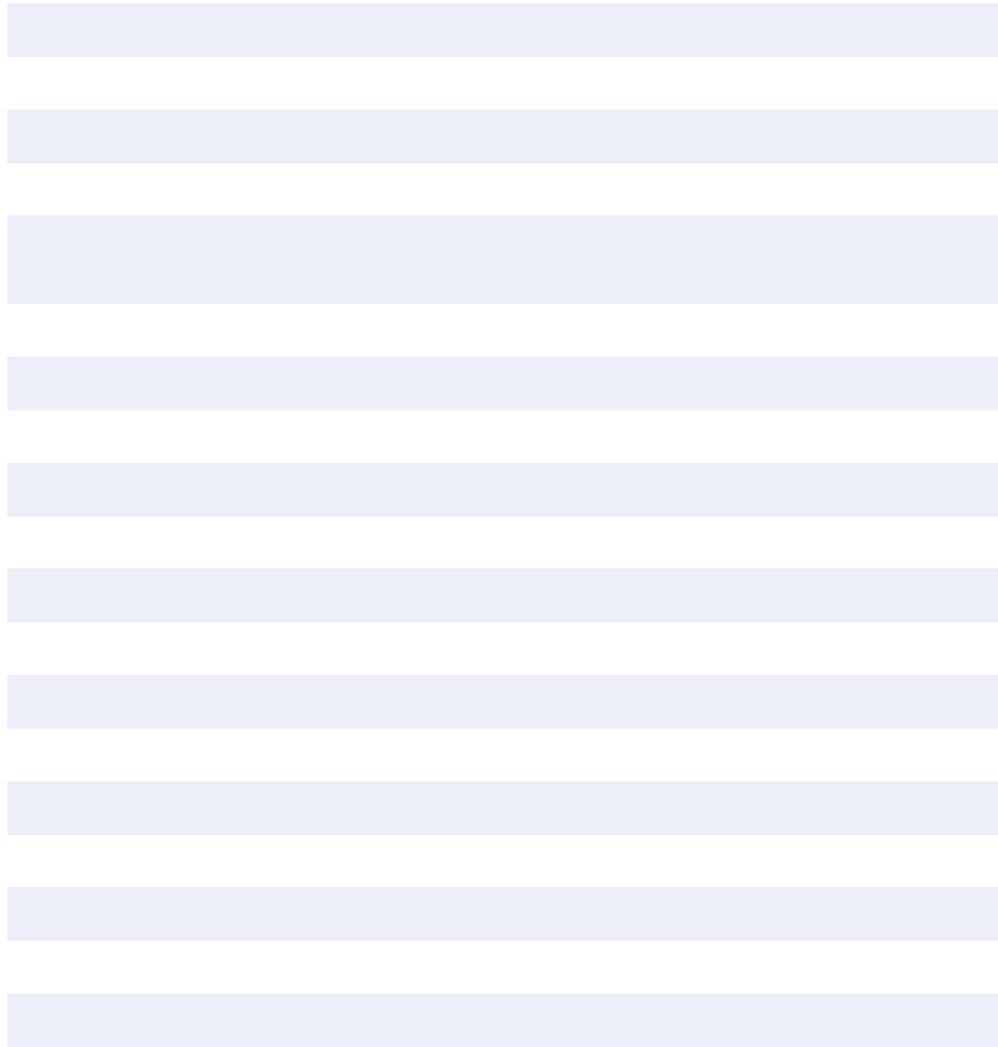
Unsolicited issuance of credit card

Bankruptcy

Credit determination

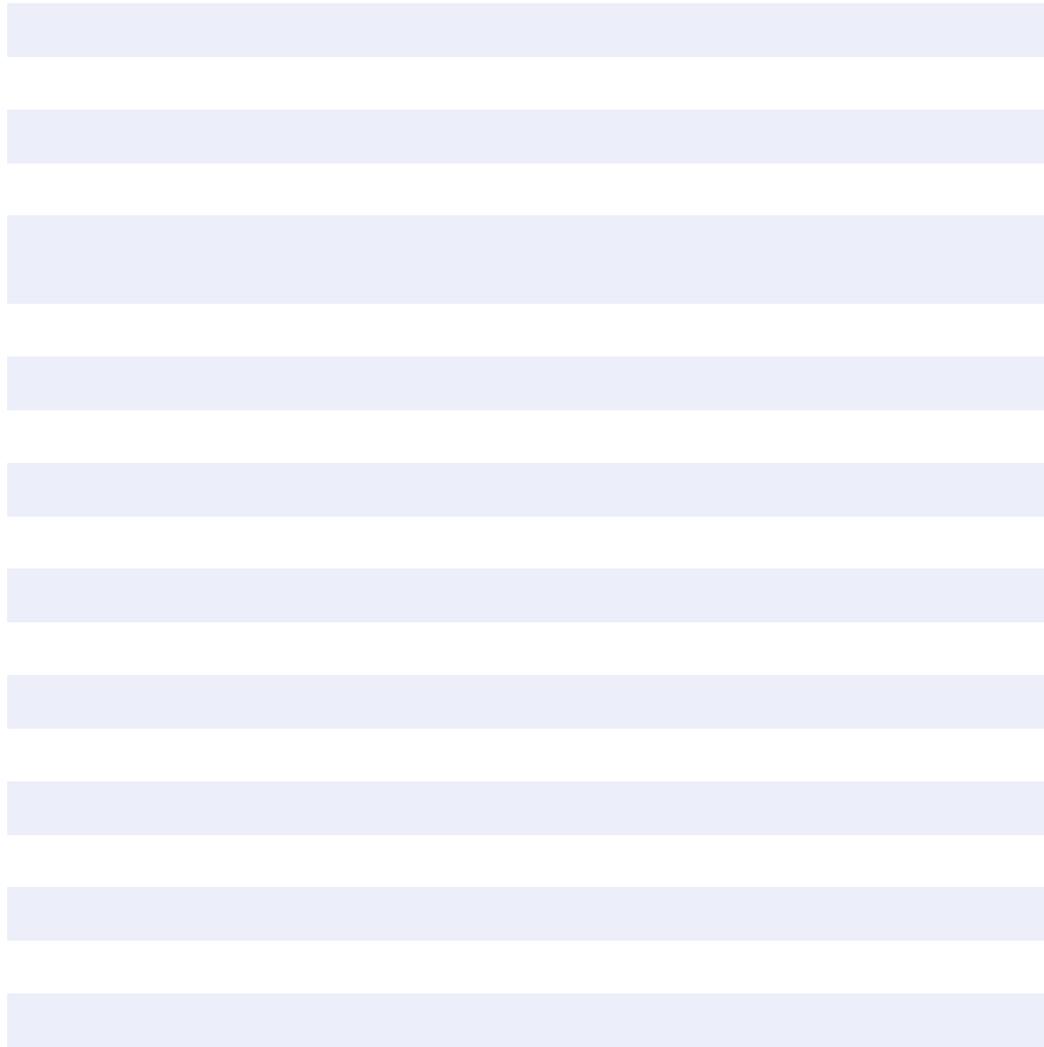
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Barclays PLC	CA	92604		N/A
Discover	NJ	07032		N/A
JPMorgan Chase & Co.	VA	22312	Older American	N/A
Wells Fargo & Company	CA	92656		N/A
JPMorgan Chase & Co.	FL	33008		N/A
Synchrony Financial	AZ	85718	Older American, Servicemember	N/A
Citibank	UT	84037		N/A
TD Bank US Holding Company	FL	34120		N/A
Citibank				N/A
HSBC North America Holdings Inc.	WA	98687		N/A
TD Bank US Holding Company	OH	45830		N/A
JPMorgan Chase & Co.	VA	23061	Older American	N/A
Synovus Bank	GA	30052		N/A
Capital One	TX	75056		N/A
Citibank	DE	19711		N/A
Citibank	AR	72210		N/A
Discover	NY	11941		N/A
Amex	CA	93314		N/A
Bank of America	TX	76052		N/A
Citibank	CA	92117		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	08/06/2014	Closed with explanation	Yes	Yes
Web	07/14/2014	Closed with monetary relief	Yes	Yes
Web	07/18/2014	Closed with explanation	Yes	Yes
Postal mail	07/08/2014	Closed with explanation	Yes	No
Web	07/02/2014	Closed with explanation	Yes	Yes
Web	07/15/2014	Closed with explanation	Yes	Yes
Web	08/06/2014	Closed with explanation	Yes	No
Web	07/02/2014	Closed with non-monetary relief	Yes	No
Referral	07/08/2014	Closed with explanation	Yes	No
Web	07/18/2014	Closed with explanation	Yes	No
Web	07/08/2014	Closed with monetary relief	Yes	No
Web	07/18/2014	Closed with explanation	Yes	No
Referral	07/09/2014	Closed with explanation	Yes	No
Postal mail	08/04/2014	Closed with monetary relief	Yes	No
Web	07/15/2014	Closed with explanation	Yes	No
Web	07/29/2014	Closed with monetary relief	Yes	No
Web	07/29/2014	Closed with explanation	Yes	No
Web	07/15/2014	Closed with non-monetary relief	Yes	No
Web	07/29/2014	Closed with explanation	Yes	No
Web	07/15/2014	Closed with explanation	Yes	Yes

Credit Card Complaints

Based on Consumer Complaints

965372

936549

935851

921424

921527

920227

936032

920267

920372

936540

927682

938589

920393

958069

936964

958421

958433

938497

958444

938534

Credit Card Complaints

Based on Consumer Complaints

07/09/2014	Credit card
07/09/2014	Credit card
07/18/2014	Credit card
07/15/2014	Credit card
07/09/2014	Credit card
07/09/2014	Credit card
07/02/2014	Credit card
07/15/2014	Credit card
07/02/2014	Credit card
07/18/2014	Credit card
07/02/2014	Credit card
07/29/2014	Credit card
07/29/2014	Credit card
07/23/2014	Credit card
07/09/2014	Credit card
07/15/2014	Credit card
07/23/2014	Credit card
07/29/2014	Credit card
07/18/2014	Credit card
07/18/2014	Credit card
07/15/2014	Credit card
07/03/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Identity theft / Fraud / Embezzlement

Billing disputes

Transaction issue

Customer service / Customer relations

APR or interest rate

Balance transfer fee

Billing disputes

Closing/Cancelling account

Rewards

Identity theft / Fraud / Embezzlement

Other

Billing statement

Credit determination

Billing disputes

Identity theft / Fraud / Embezzlement

Credit card protection / Debt protection

Late fee

Identity theft / Fraud / Embezzlement

Closing/Cancelling account

Payoff process

Customer service / Customer relations

Identity theft / Fraud / Embezzlement

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Wells Fargo & Company	CA	94306		N/A
Synchrony Financial	MI	48101		N/A
Bank of America	NY	12309		N/A
Capital One	LA	70460		N/A
Synchrony Financial	MI	48240		N/A
USAA Savings	MO	64085		N/A
Amex	NC	27805		N/A
Amex	NJ	07086		N/A
Citibank	CA	93001		N/A
Capital One	FL	33166		N/A
Encore Capital Group	FL	33884		N/A
Citibank	KS	66049		N/A
Amex	VA	23112	Older American	N/A
Synchrony Financial	CA	92627		N/A
Capital One	NJ	07656		N/A
JPMorgan Chase & Co.	MO	65708		N/A
Bank of America	FL	33178		N/A
Bank of America	CA	92345		N/A
Capital One	VA	22315	Older American	N/A
Wells Fargo & Company	MD	21014		N/A
Wells Fargo & Company	MD	21601		N/A
U.S. Bancorp	OH	44105		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	07/09/2014	Closed with explanation	Yes	Yes
Web	07/11/2014	Closed with monetary relief	Yes	No
Web	07/18/2014	Closed with explanation	Yes	No
Web	07/15/2014	Closed with explanation	Yes	No
Web	07/09/2014	Closed with monetary relief	Yes	No
Web	07/14/2014	Closed with explanation	Yes	No
Postal mail	07/09/2014	Closed with monetary relief	Yes	No
Web	07/15/2014	Closed with monetary relief	Yes	No
Postal mail	07/09/2014	Closed with explanation	Yes	No
Referral	07/23/2014	Closed with non-monetary relief	Yes	No
Web	07/09/2014	Closed with explanation	Yes	No
Web	07/29/2014	Closed with explanation	Yes	Yes
Web	08/07/2014	Closed with explanation	Yes	Yes
Web	07/28/2014	Closed with monetary relief	Yes	No
Fax	07/14/2014	Closed with explanation	Yes	No
Web	07/15/2014	Closed with explanation	Yes	No
Web	07/23/2014	Closed with explanation	Yes	No
Web	07/29/2014	Closed with explanation	Yes	No
Web	07/23/2014	Closed with non-monetary relief	Yes	No
Referral	07/23/2014	Closed with explanation	Yes	No
Web	07/15/2014	Closed with explanation	Yes	No
Referral	07/09/2014	Closed with monetary relief	Yes	No

Credit Card Complaints

Based on Consumer Complaints

928718

928747

944470

938471

928758

928768

921990

937133

922021

944053

921960

958667

958701

950597

929161

937271

950640

958780

944409

943642

937373

923637

Credit Card Complaints

Based on Consumer Complaints

07/03/2014	Credit card
07/09/2014	Credit card
07/23/2014	Credit card
07/23/2014	Credit card
07/03/2014	Credit card
07/15/2014	Credit card
07/29/2014	Credit card
07/15/2014	Credit card
07/18/2014	Credit card
07/03/2014	Credit card
07/15/2014	Credit card
07/15/2014	Credit card
07/03/2014	Credit card
07/24/2014	Credit card
07/24/2014	Credit card
07/03/2014	Credit card
07/29/2014	Credit card
07/18/2014	Credit card
07/29/2014	Credit card
08/07/2014	Credit card
07/24/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Billing disputes

Identity theft / Fraud / Embezzlement

APR or interest rate

Identity theft / Fraud / Embezzlement

Identity theft / Fraud / Embezzlement

Other fee

Other fee

Customer service / Customer relations

Other fee

APR or interest rate

Identity theft / Fraud / Embezzlement

Payoff process

Customer service / Customer relations

Transaction issue

Billing disputes

Billing disputes

Closing/Cancelling account

Billing statement

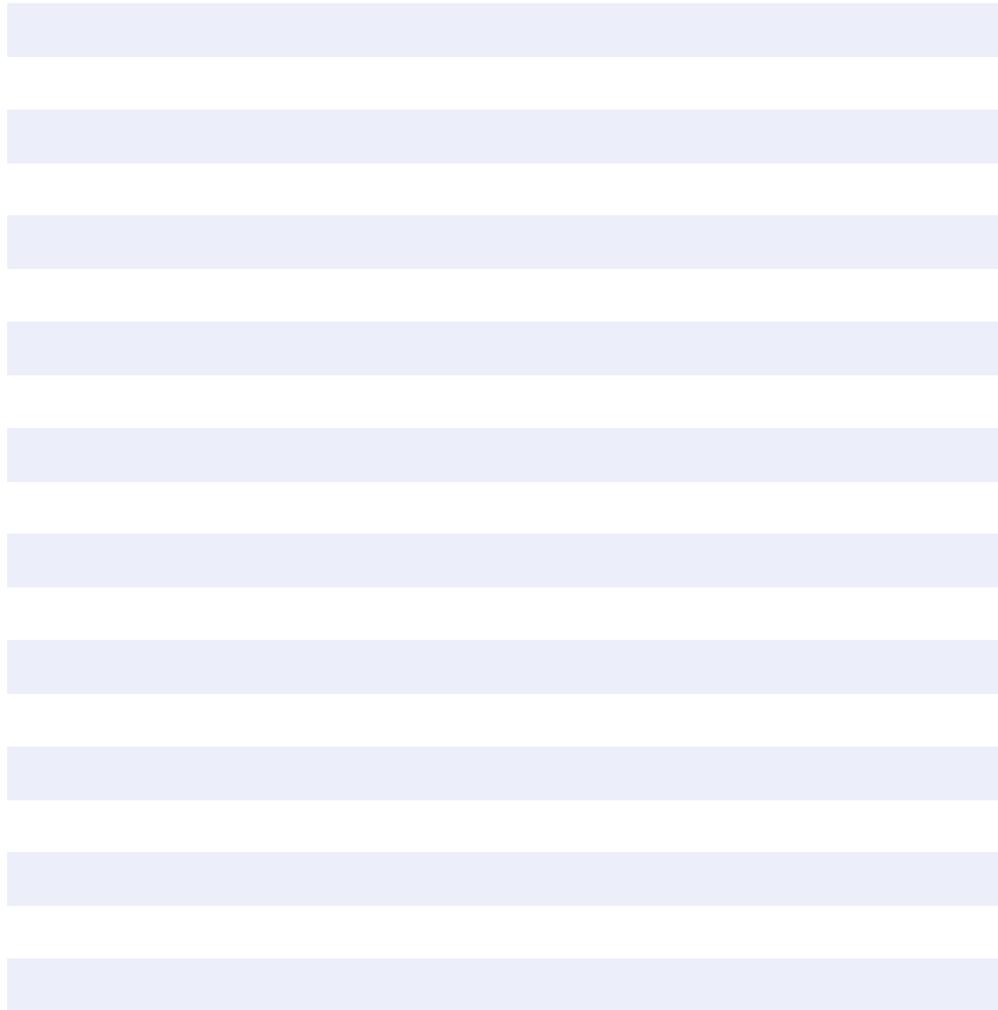
Billing statement

Billing disputes

Rewards

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Amex	CA	90504		N/A
Barclays PLC	CA	95035		N/A
U.S. Bancorp	IN	46219		N/A
U.S. Bancorp	NV	89135		N/A
Capital One	FL	32303		N/A
Citibank	TX	75056		N/A
Citibank	CA	94102		N/A
Amex	FL	33607	Older American	N/A
JPMorgan Chase & Co.	TX	75132		N/A
Banco Popular de Puerto Rico	PR	00741		N/A
Amex	MD	20837		N/A
JPMorgan Chase & Co.	TX	75218		N/A
Wells Fargo & Company	NY	14304		N/A
Synchrony Financial	TN	37388		N/A
JPMorgan Chase & Co.	AL	35203		N/A
Amex	NY	11581		N/A
Citibank	CA	95758	Older American	N/A
Citibank	IL	60628		N/A
Amex	HI	96750		N/A
Amex	IL	62966		N/A
Wells Fargo & Company	CA	95121		N/A

Credit Card Complaints

Based on Consumer Complaints

Referral	07/09/2014	Closed with monetary relief	Yes	No
Referral	07/14/2014	Closed with explanation	Yes	Yes
Referral	07/28/2014	Closed with explanation	Yes	No
Web	07/23/2014	Closed with explanation	Yes	No
Phone	07/09/2014	Closed with explanation	Yes	No
Postal mail	07/18/2014	Closed with explanation	Yes	No
Web	07/29/2014	Closed with monetary relief	Yes	No
Phone	07/18/2014	Closed with non-monetary relief	Yes	No
Web	07/18/2014	Closed with explanation	Yes	No
Phone	07/09/2014	Closed with explanation	Yes	No
Referral	07/18/2014	Closed with explanation	Yes	No
Web	07/15/2014	Closed with explanation	Yes	No
Referral	07/03/2014	Closed with explanation	Yes	No
Web	07/24/2014	Closed with explanation	Yes	No
Referral	07/28/2014	Closed with explanation	Yes	Yes
Referral	07/09/2014	Closed with monetary relief	Yes	No
Web	07/29/2014	Closed with explanation	Yes	Yes
Web	07/18/2014	Closed with explanation	Yes	No
Web	07/29/2014	Closed with explanation	Yes	No
Postal mail	08/11/2014	Closed with explanation	Yes	No
Web	07/24/2014	Closed with monetary relief	Yes	No

Credit Card Complaints

Based on Consumer Complaints

922913

928994

950752

950764

922678

938408

958929

936872

943752

922705

937562

937635

922478

951623

952535

922924

958030

943927

959204

973316

951731

Credit Card Complaints

Based on Consumer Complaints

07/18/2014	Credit card
07/03/2014	Credit card
08/02/2014	Credit card
07/24/2014	Credit card
08/07/2014	Credit card
07/03/2014	Credit card
08/02/2014	Credit card
07/03/2014	Credit card
07/29/2014	Credit card
07/03/2014	Credit card
07/03/2014	Credit card
07/18/2014	Credit card
08/03/2014	Credit card
07/19/2014	Credit card
08/07/2014	Credit card
07/19/2014	Credit card
07/03/2014	Credit card
07/19/2014	Credit card
07/30/2014	Credit card
07/30/2014	Credit card
07/19/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Billing disputes

Closing/Cancelling account

Advertising and marketing

Closing/Cancelling account

Other

Billing disputes

Identity theft / Fraud / Embezzlement

Credit card protection / Debt protection

Application processing delay

Billing disputes

Closing/Cancelling account

Credit determination

Closing/Cancelling account

Customer service / Customer relations

APR or interest rate

Credit line increase/decrease

Overlimit fee

Billing disputes

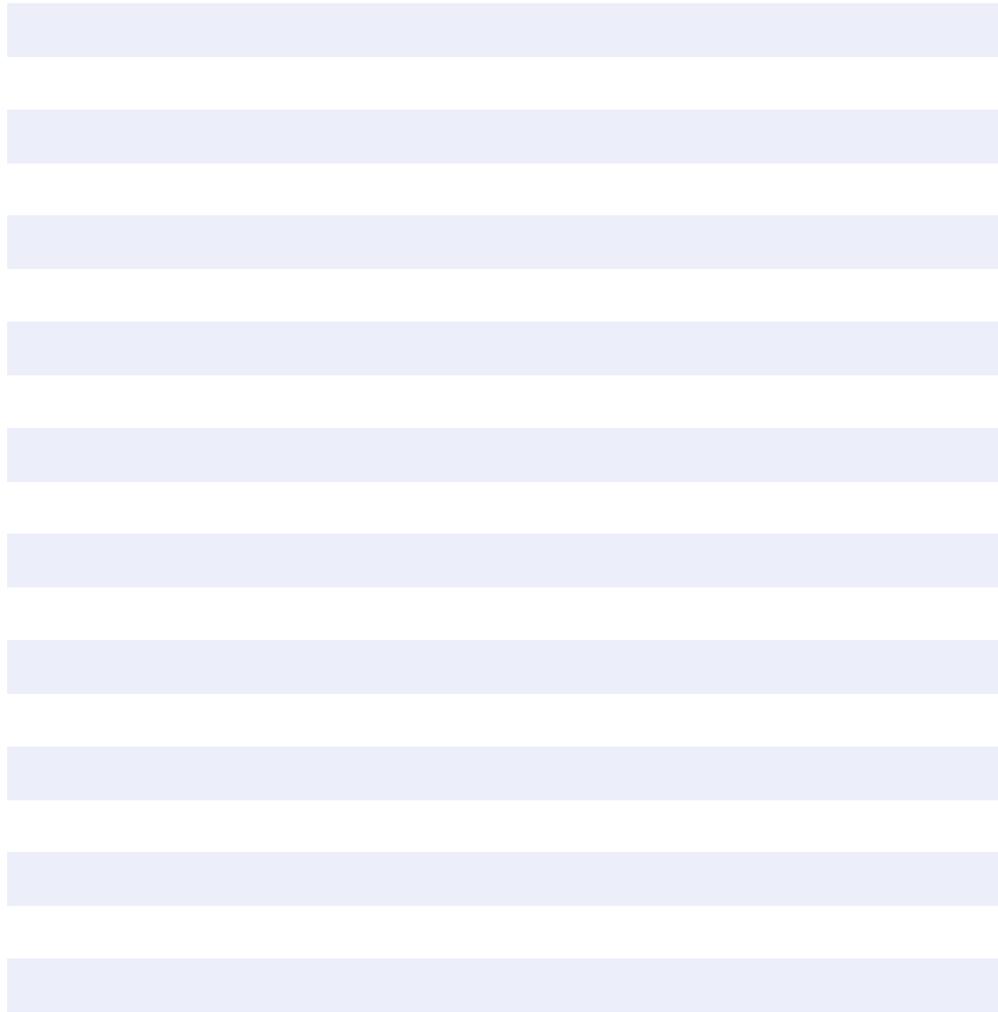
Closing/Cancelling account

Delinquent account

Other

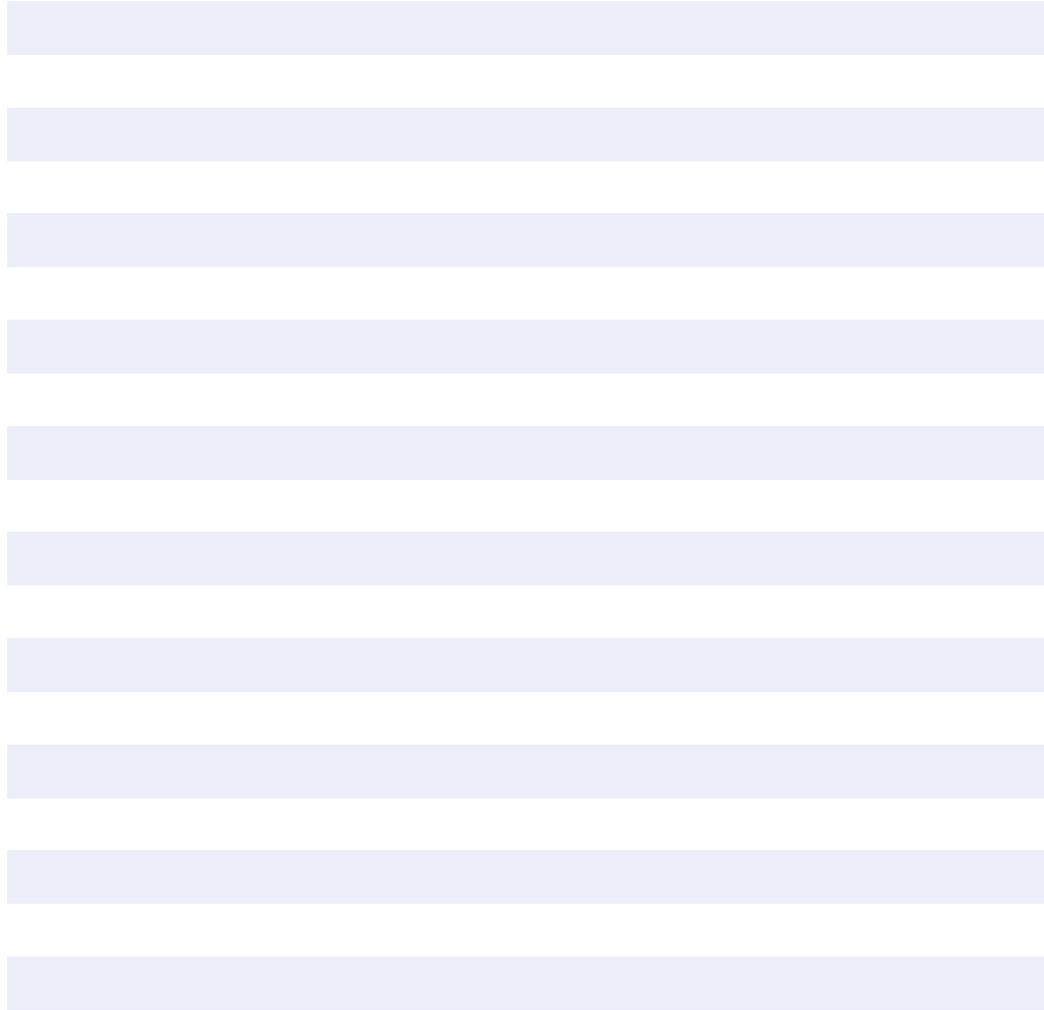
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Capital One	GA	30075		N/A
Wells Fargo & Company	CA	92504		N/A
Synchrony Financial	MN	55379		N/A
Synchrony Financial	WI	53142		N/A
TD Bank US Holding Company	NY	11230		N/A
JPMorgan Chase & Co.	FL	33306		N/A
U.S. Bancorp	IL	60610		N/A
Bank of America	NJ	08043		N/A
JPMorgan Chase & Co.	DC	20004		N/A
U.S. Bancorp	AZ	85345		N/A
JPMorgan Chase & Co.	CO	81328		N/A
Citizens Financial Group, Inc.	CA	91308		N/A
Wells Fargo & Company	CA	94510		N/A
Synchrony Financial	CT	06614	Older American	N/A
Amex	CT	06475		N/A
Citibank	PA	18938		N/A
U.S. Bancorp	CA	92629		N/A
Citibank	OH	45420		N/A
Barclays PLC	TX	79912	Servicemember	N/A
Discover	CA	95648		N/A
Encore Capital Group	CA	91001		N/A

Credit Card Complaints

Based on Consumer Complaints

Postal mail	07/23/2014	Closed with monetary relief	Yes	No
Referral	07/09/2014	Closed with monetary relief	No	Yes
Web	08/02/2014	Closed with explanation	Yes	No
Web	07/24/2014	Closed with explanation	Yes	No
Web	08/07/2014	Closed with explanation	Yes	No
Web	07/03/2014	Closed with explanation	Yes	No
Web	08/02/2014	Closed with explanation	Yes	No
Web	07/03/2014	Closed with explanation	Yes	Yes
Postal mail	08/01/2014	Closed with explanation	Yes	No
Web	07/03/2014	Closed with explanation	Yes	Yes
Referral	07/09/2014	Closed with explanation	Yes	No
Web	07/23/2014	Closed with explanation	Yes	Yes
Web	08/03/2014	Closed with monetary relief	Yes	Yes
Web	07/30/2014	Closed with explanation	Yes	No
Web	08/07/2014	Closed with explanation	Yes	Yes
Web	07/23/2014	Closed with explanation	Yes	No
Web	07/03/2014	Closed with explanation	Yes	No
Web	07/19/2014	Closed with monetary relief	Yes	No
Web	08/01/2014	Closed with monetary relief	Yes	No
Web	07/30/2014	Closed with non-monetary relief	Yes	No
Web	07/23/2014	Closed with non-monetary relief	Yes	No

Credit Card Complaints

Based on Consumer Complaints

944001

923084

965853

953068

973442

922307

965998

922133

959454

922246

923349

943125

966142

945001

972945

945028

922192

945034

960166

960167

945252

Credit Card Complaints

Based on Consumer Complaints

08/07/2014	Credit card
08/03/2014	Credit card
08/07/2014	Credit card
07/19/2014	Credit card
07/30/2014	Credit card
08/07/2014	Credit card
07/31/2014	Credit card
07/09/2014	Credit card
08/07/2014	Credit card
07/19/2014	Credit card
07/20/2014	Credit card
08/04/2014	Credit card
07/20/2014	Credit card
07/24/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Billing statement

Other

Identity theft / Fraud / Embezzlement

Billing statement

Other fee

Identity theft / Fraud / Embezzlement

Other

Billing statement

Identity theft / Fraud / Embezzlement

Billing disputes

Overlimit fee

Cash advance fee

Billing disputes

Billing disputes

Late fee

Overlimit fee

Other

Closing/Cancelling account

Unsolicited issuance of credit card

Identity theft / Fraud / Embezzlement

Other

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Citibank	UT	84095		N/A
Citibank	NY	11223		N/A
Wells Fargo & Company	NV	89016		N/A
Capital One	MD	21754		N/A
Capital One	NY	14450		N/A
Citibank	NV	89016		N/A
Barclays PLC	CA	93422		N/A
Citibank	TX	76692	Older American	N/A
HSBC North America Holdings Inc.	CA	95827	Older American	N/A
Bank of America	MI	49082		N/A
TD Bank US Holding Company	CT	06119		N/A
JPMorgan Chase & Co.	FL	34104	Older American	N/A
JPMorgan Chase & Co.	DC	20003		N/A
Bank of America	FL	33326		N/A
Amex	CA	90405		N/A
Capital One	WA	98002		N/A
U.S. Bancorp	NJ	07640		N/A
HSBC North America Holdings Inc.	CA	92122		N/A
Synchrony Financial	CA	90017		N/A
Capital One	GA	30907	Servicemember	N/A
Barclays PLC	HI	96797		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	08/07/2014	Closed with monetary relief	Yes	No
Web	08/03/2014	Closed with monetary relief	Yes	No
Web	08/07/2014	Closed with explanation	Yes	No
Web	07/19/2014	Closed with explanation	Yes	Yes
Referral	08/01/2014	Closed with explanation	Yes	No
Web	08/07/2014	Closed with explanation	Yes	No
Referral	08/14/2014	Closed with explanation	Yes	No
Web	07/09/2014	Closed with monetary relief	Yes	Yes
Phone	08/11/2014	Closed with explanation	Yes	No
Web	07/19/2014	Closed with monetary relief	Yes	No
Web	07/23/2014	Closed with explanation	Yes	Yes
Web	07/19/2014	Closed with monetary relief	Yes	No
Web	07/19/2014	Closed with monetary relief	Yes	No
Web	07/23/2014	Closed with explanation	Yes	No
Web	07/23/2014	Closed with explanation	Yes	Yes
Web	07/20/2014	Closed with monetary relief	Yes	No
Web	07/20/2014	Closed with explanation	Yes	No
Web	07/20/2014	Closed with monetary relief	Yes	No
Web	08/04/2014	Closed with explanation	Yes	Yes
Web	07/24/2014	Closed with explanation	Yes	No
Web	07/29/2014	Closed with non-monetary relief	Yes	No

Credit Card Complaints

Based on Consumer Complaints

973704

966235

974872

945077

960287

974873

962873

928652

973823

945126

945163

945164

945187

944738

944741

944762

944724

944781

966751

944914

953518

Credit Card Complaints

Based on Consumer Complaints

07/10/2014	Credit card
07/30/2014	Credit card
07/21/2014	Credit card
07/10/2014	Credit card
07/10/2014	Credit card
07/30/2014	Credit card
07/30/2014	Credit card
07/24/2014	Credit card
08/04/2014	Credit card
08/07/2014	Credit card
08/04/2014	Credit card
08/04/2014	Credit card
08/08/2014	Credit card
07/21/2014	Credit card
08/08/2014	Credit card
08/04/2014	Credit card
08/04/2014	Credit card
08/04/2014	Credit card
08/08/2014	Credit card
08/04/2014	Credit card
08/05/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Unsolicited issuance of credit card

Privacy

Other

Advertising and marketing

Billing disputes

Payoff process

Billing disputes

Rewards

Other

Credit determination

Billing disputes

Advertising and marketing

APR or interest rate

Sale of account

Billing disputes

Transaction issue

Billing statement

Other

Other

Billing statement

Advertising and marketing

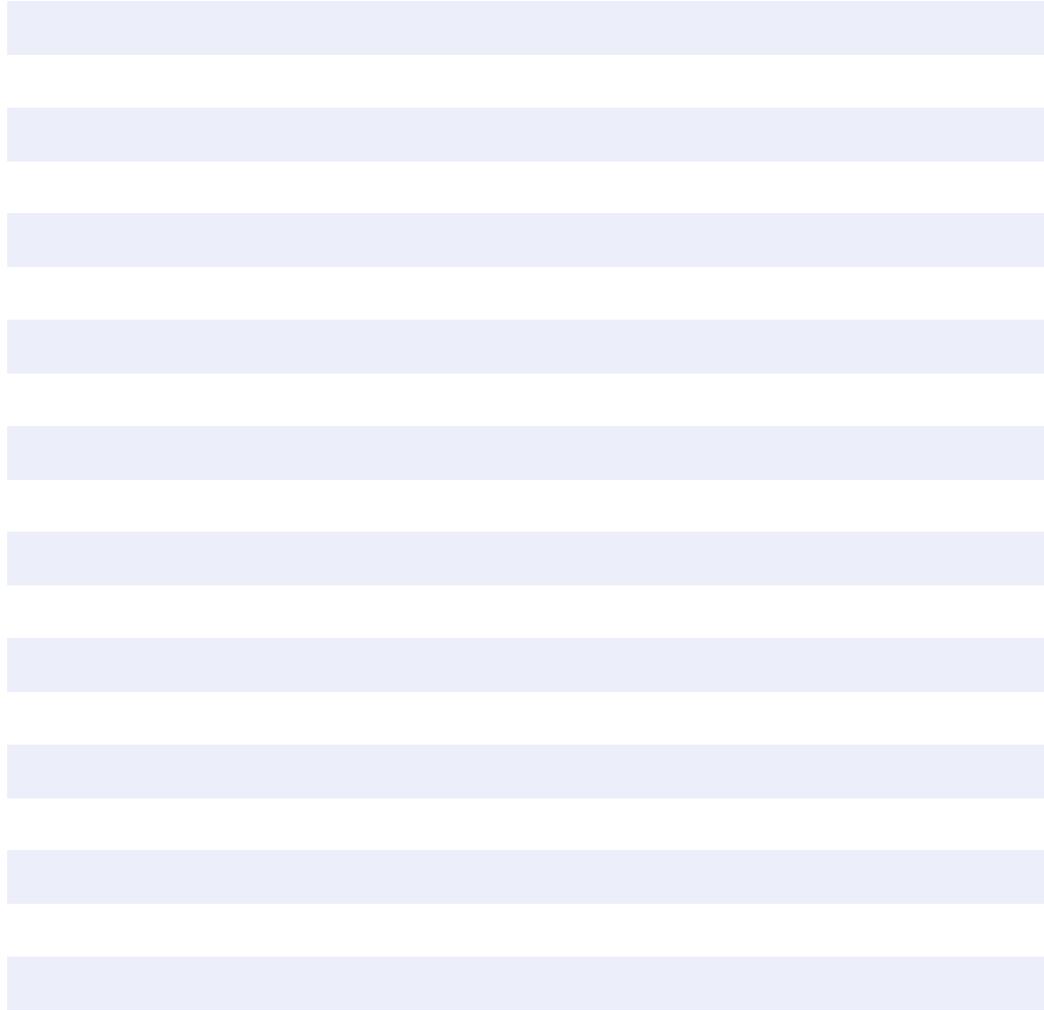
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Citibank	CA	93314		N/A
Barclays PLC	NY	11570		N/A
Amex	CA	94124		N/A
Barclays PLC	CA	92019		N/A
Amex	NY	10025		N/A
Wells Fargo & Company				N/A
Bank of America	FL	32579		N/A
Amex	NY	10013		N/A
Citibank	VA	20169		N/A
Capital One	VA	20111		N/A
U.S. Bancorp	OR	97225		N/A
JPMorgan Chase & Co.	NY	11566		N/A
Citibank	FL	33033		N/A
Barclays PLC	VA	22204	Servicemember	N/A
Citibank	IA	51501		N/A
Wells Fargo & Company	NC	28052		N/A
Citibank	RI	02842	Servicemember	N/A
Citibank	TN	37075		N/A
Continental Finance Company, LLC	CA	93638		N/A
Synchrony Financial	CA	92844		N/A
JPMorgan Chase & Co.	NY	10954		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	07/10/2014	Closed with non-monetary relief	Yes	Yes
Postal mail	08/01/2014	Closed with explanation	Yes	No
Web	07/24/2014	Closed with explanation	Yes	Yes
Referral	07/15/2014	Closed with explanation	Yes	No
Referral	07/15/2014	Closed with explanation	Yes	Yes
Referral	08/01/2014	Closed with monetary relief	Yes	No
Web	07/30/2014	Closed with explanation	Yes	Yes
Web	07/24/2014	Closed with explanation	Yes	Yes
Postal mail	08/06/2014	Closed with non-monetary relief	Yes	No
Web	08/07/2014	Closed with explanation	Yes	No
Referral	08/06/2014	Closed with monetary relief	Yes	No
Referral	08/06/2014	Closed with explanation	Yes	Yes
Web	08/08/2014	Closed with monetary relief	Yes	No
Web	07/21/2014	Closed with explanation	Yes	No
Referral	08/12/2014	Closed with explanation	Yes	No
Postal mail	08/06/2014	Closed with explanation	Yes	No
Web	08/04/2014	Closed with explanation	Yes	Yes
Postal mail	08/07/2014	Closed with explanation	Yes	No
Phone	08/12/2014	Closed with explanation	Yes	No
Web	08/06/2014	Closed with non-monetary relief	Yes	No
Web	08/05/2014	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

932230

960566

945427

930859

930888

960675

960624

952547

967035

972851

967098

967102

975173

945685

975242

967293

966306

966499

975545

967625

968682

Credit Card Complaints

Based on Consumer Complaints

08/05/2014	Credit card
08/04/2014	Credit card
08/05/2014	Credit card
08/04/2014	Credit card
07/25/2014	Credit card
08/05/2014	Credit card
08/05/2014	Credit card
07/25/2014	Credit card
07/30/2014	Credit card
07/30/2014	Credit card
07/25/2014	Credit card
07/30/2014	Credit card
08/14/2014	Credit card
07/30/2014	Credit card
08/14/2014	Credit card
08/05/2014	Credit card
08/14/2014	Credit card
07/30/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Transaction issue

APR or interest rate

Unsolicited issuance of credit card

Billing disputes

Unsolicited issuance of credit card

Other

Advertising and marketing

APR or interest rate

Identity theft / Fraud / Embezzlement

Payoff process

Unsolicited issuance of credit card

Closing/Cancelling account

Credit line increase/decrease

Late fee

Billing disputes

Identity theft / Fraud / Embezzlement

Credit determination

Identity theft / Fraud / Embezzlement

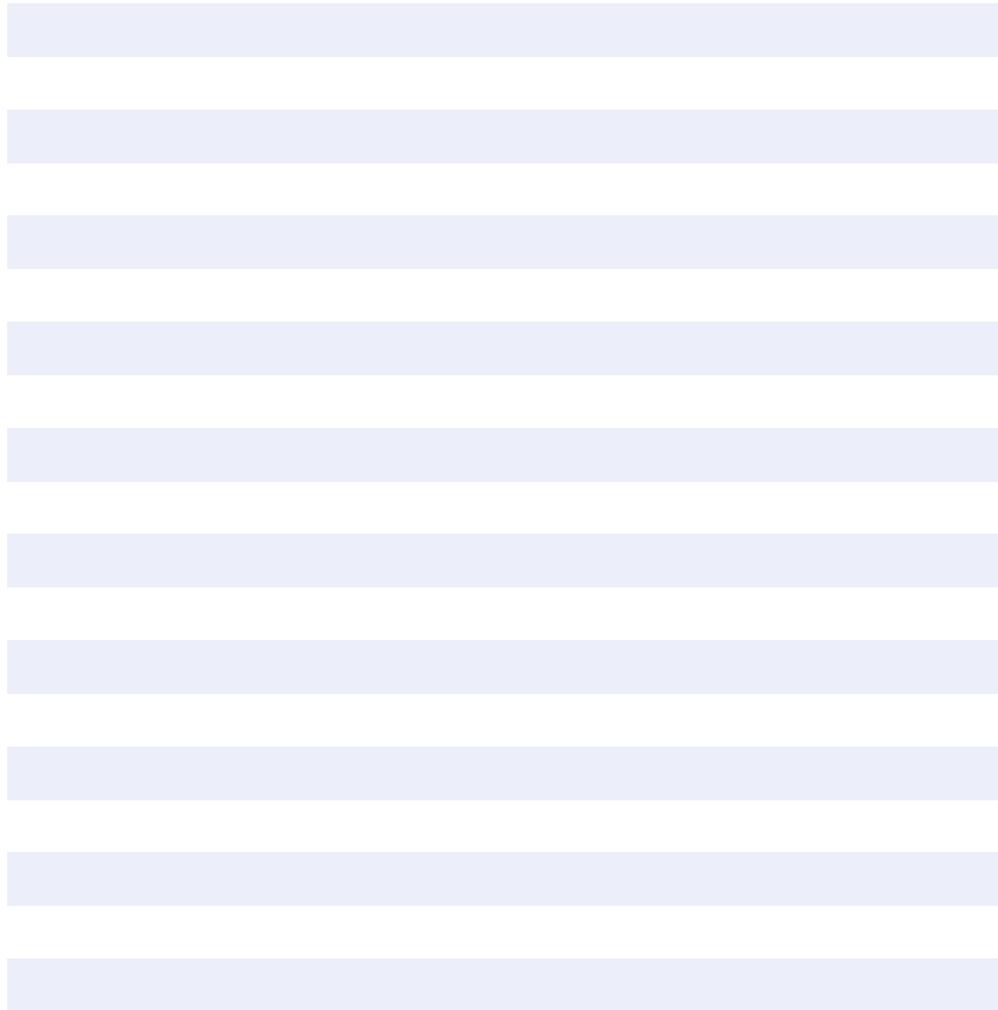
Late fee

Billing disputes

Late fee

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

U.S. Bancorp	CA	91340		N/A
Discover	NV	89108		N/A
Capital One	FL	33462		N/A
Wells Fargo & Company	FL	33408		N/A
Barclays PLC	CA	92102		N/A
Barclays PLC	MD	21231		N/A
Capital One	TX	75062		N/A
JPMorgan Chase & Co.	NJ	07090	Older American	N/A
Amex	PR	00923	Older American	N/A
Bank of America	NY	12075		N/A
Synchrony Financial	SC	29710	Older American	N/A
Navy FCU	GA	31333		N/A
Citibank	TX	76049		N/A
Citibank	CA	93117	Older American	N/A
Synchrony Financial	NY	11101		N/A
PNC Bank N.A.	NJ	07043		N/A
Citibank	NY	10468		N/A
Barclays PLC	NJ	07043		N/A
Synchrony Financial	MN	55369		N/A
Bank of America	AZ	85071		N/A
Wells Fargo & Company	TN	37027	Older American	N/A

Credit Card Complaints

Based on Consumer Complaints

Web	08/05/2014	Closed with monetary relief	Yes	No
Web	08/05/2014	Closed with monetary relief	Yes	Yes
Web	08/07/2014	Closed with explanation	Yes	No
Postal mail	08/07/2014	Closed with monetary relief	Yes	No
Web	08/06/2014	Closed with explanation	Yes	No
Web	08/05/2014	Closed with non-monetary relief	Yes	No
Web	08/04/2014	Closed with explanation	Yes	No
Web	07/25/2014	Closed with explanation	Yes	No
Phone	08/07/2014	Closed with explanation	Yes	No
Phone	08/07/2014	Closed with explanation	Yes	Yes
Phone	07/29/2014	Closed with monetary relief	Yes	Yes
Phone	08/01/2014	Closed with explanation	Yes	No
Web	08/04/2014	Closed with explanation	Yes	No
Web	07/25/2014	Closed with monetary relief	Yes	No
Referral	08/04/2014	Closed with monetary relief	Yes	Yes
Web	08/14/2014	Closed with explanation	Yes	Yes
Web	07/30/2014	Closed with non-monetary relief	Yes	No
Web	08/14/2014	Closed with monetary relief	Yes	Yes
Web	08/07/2014	Closed with monetary relief	Yes	No
Web	08/14/2014	Closed with explanation	Yes	No
Web	07/30/2014	Closed with monetary relief	Yes	No

Credit Card Complaints

Based on Consumer Complaints

968741

968743

968793

968810

967827

968536

967897

953781

968930

968970

953970

960899

960970

954368

961561

983886

961197

983887

969508

983910

961260

Credit Card Complaints

Based on Consumer Complaints

07/30/2014	Credit card
08/08/2014	Credit card
07/25/2014	Credit card
08/08/2014	Credit card
08/14/2014	Credit card
07/30/2014	Credit card
08/08/2014	Credit card
08/14/2014	Credit card
08/14/2014	Credit card
08/05/2014	Credit card
08/08/2014	Credit card
08/08/2014	Credit card
08/14/2014	Credit card
08/19/2014	Credit card
08/14/2014	Credit card
07/25/2014	Credit card
07/25/2014	Credit card
08/09/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Other

Closing/Cancelling account

Transaction issue

Credit line increase/decrease

Billing disputes

Transaction issue

Customer service / Customer relations

APR or interest rate

Other

Billing disputes

Billing statement

Billing disputes

Transaction issue

Billing statement

Credit determination

Other

Billing disputes

Billing disputes

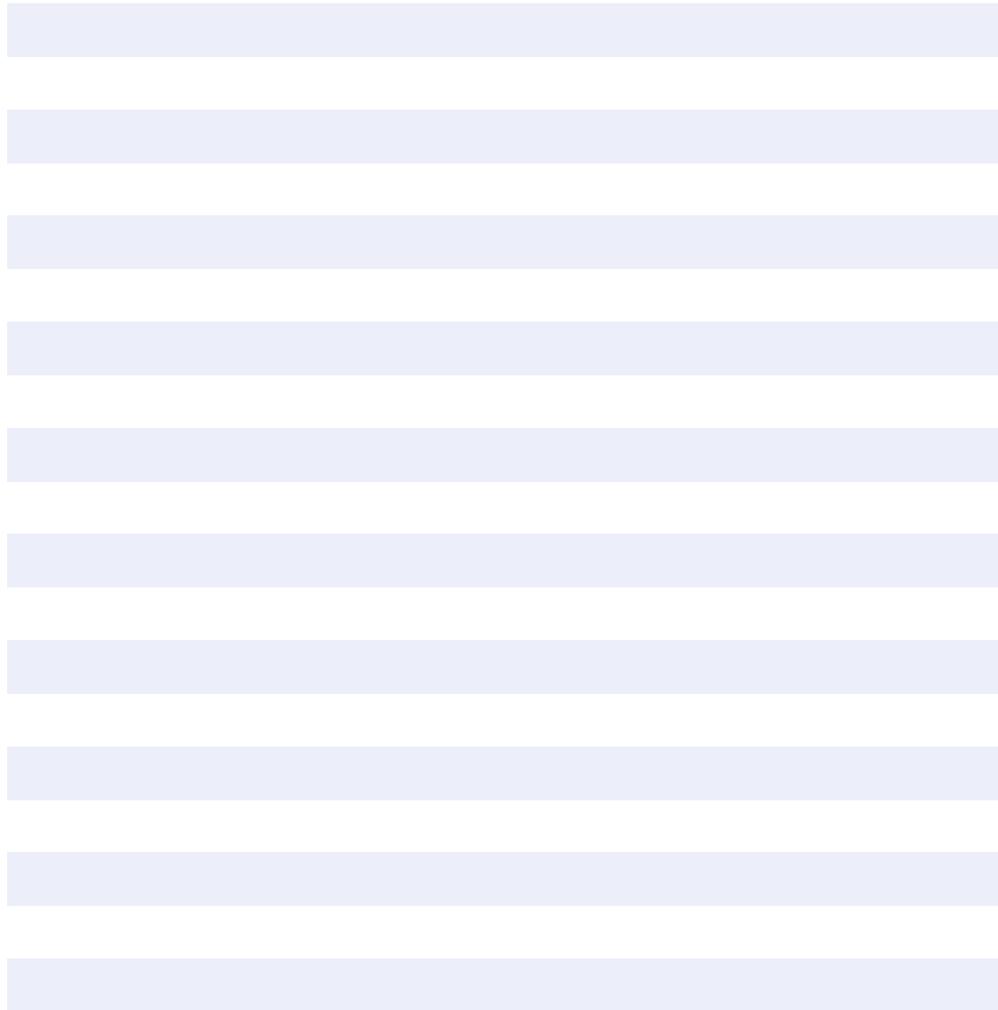
Billing disputes

APR or interest rate

Late fee

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Credit Card Receivables Fund Incorporated	AZ	85024	Older American	N/A
Barclays PLC	NJ	07860		N/A
Citibank	MI	49519	Servicemember	N/A
Capital One	PR	00674		N/A
Citibank	NY	11746		N/A
Citibank	MD	20854		N/A
Capital One	LA	70119		N/A
JPMorgan Chase & Co.	KY	40509		N/A
Capital One	IL	61036	Servicemember	N/A
JPMorgan Chase & Co.				N/A
Capital One	CA	90640		N/A
JPMorgan Chase & Co.	IL	62223		N/A
Bank of America	AL	35044	Older American	N/A
Citibank	OH	45402		N/A
Citibank	NY	11418	Older American	N/A
Navy FCU	NY	10010	Older American	N/A
Amex	MN	56001		N/A
Bank of America	FL	32780		N/A
Bank of America	FL	32780		N/A
Synchrony Financial	WI	54313		N/A
Capital One	NY	10457		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	08/04/2014	Closed with explanation	Yes	No
Phone	08/12/2014	Closed	Yes	No
Web	07/25/2014	Closed with monetary relief	Yes	No
Postal mail	08/12/2014	Closed with explanation	Yes	No
Referral	08/18/2014	Closed with explanation	Yes	No
Web	07/30/2014	Closed with explanation	Yes	No
Web	08/12/2014	Closed with explanation	Yes	No
Web	08/14/2014	Closed with explanation	Yes	No
Web	08/18/2014	Closed with non-monetary relief	Yes	No
Web	08/05/2014	Closed with explanation	Yes	No
Web	08/12/2014	Closed with explanation	Yes	No
Web	08/08/2014	Closed with explanation	Yes	No
Phone	08/18/2014	Closed with explanation	Yes	Yes
Web	08/19/2014	Closed with explanation	Yes	No
Web	08/14/2014	Closed with explanation	Yes	No
Phone	07/30/2014	Closed with explanation	Yes	No
Web	07/29/2014	Closed with monetary relief	Yes	No
Web	08/09/2014	Closed with explanation	Yes	No
Web	08/12/2014	Closed with explanation	Yes	No
Web	08/09/2014	Closed with explanation	Yes	No
Web	08/09/2014	Closed with monetary relief	Yes	No

Credit Card Complaints

Based on Consumer Complaints

961306

975864

954640

975938

984207

961485

976366

985452

983733

969897

976118

976148

984435

992001

983803

953532

954981

976644

976645

976754

976758

Credit Card Complaints

Based on Consumer Complaints

08/19/2014	Credit card
07/31/2014	Credit card
08/14/2014	Credit card
08/09/2014	Credit card
08/09/2014	Credit card
07/26/2014	Credit card
08/09/2014	Credit card
08/06/2014	Credit card
08/09/2014	Credit card
08/09/2014	Credit card
08/09/2014	Credit card
08/10/2014	Credit card
07/27/2014	Credit card
08/20/2014	Credit card
07/27/2014	Credit card
08/10/2014	Credit card
07/27/2014	Credit card
08/20/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Unsolicited issuance of credit card

Billing statement

Identity theft / Fraud / Embezzlement

Transaction issue

Billing disputes

Other

Transaction issue

Identity theft / Fraud / Embezzlement

Identity theft / Fraud / Embezzlement

Identity theft / Fraud / Embezzlement

Unsolicited issuance of credit card

Customer service / Customer relations

Billing disputes

Advertising and marketing

Late fee

Billing disputes

Billing disputes

Transaction issue

Late fee

Credit card protection / Debt protection

Credit determination

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Synchrony Financial	NV	89084	Servicemember	N/A
Citibank	OH	44070		N/A
Citizens Financial Group, Inc.	DE	19901		N/A
JPMorgan Chase & Co.	VA	20175		N/A
Capital One	MO	64076		N/A
Encore Capital Group	KS	66208		N/A
Synchrony Financial	TX	77057		N/A
Bank of America	CA	91020		N/A
PNC Bank N.A.	OH	44004		N/A
Discover	NY	12065		N/A
Capital One	WA	98604		N/A
Citibank				N/A
Synchrony Financial	CO	80232		N/A
Amex	TX	75062		N/A
TD Bank US Holding Company	SC	29418		N/A
Synchrony Financial	DC	20005		N/A
U.S. Bancorp	OR	97233		N/A
JPMorgan Chase & Co.	NY	12110		N/A
Capital One	CA	92821	Older American	N/A
Amex	FL	33182		N/A
Bank of America	WA	98004		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	08/19/2014	Closed with explanation	Yes	No
Web	07/31/2014	Closed with monetary relief	Yes	Yes
Web	08/19/2014	Closed with explanation	Yes	No
Web	08/09/2014	Closed with explanation	Yes	No
Web	08/09/2014	Closed with monetary relief	Yes	No
Web	07/30/2014	Closed with explanation	Yes	No
Web	08/09/2014	Closed with explanation	Yes	No
Web	08/06/2014	Closed with explanation	Yes	No
Web	08/09/2014	Closed with explanation	Yes	No
Web	08/09/2014	Closed with explanation	Yes	Yes
Web	08/09/2014	Closed with explanation	Yes	No
Web	08/13/2014	Closed with non-monetary relief	Yes	No
Web	07/30/2014	Closed with non-monetary relief	Yes	No
Web	08/20/2014	Closed with explanation	Yes	No
Web	07/27/2014	Closed with explanation	Yes	Yes
Web	07/30/2014	Closed with monetary relief	Yes	No
Web	07/27/2014	Closed with explanation	Yes	Yes
Web	07/27/2014	Closed with monetary relief	Yes	No
Web	08/10/2014	Closed with explanation	Yes	No
Web	07/30/2014	Closed with explanation	Yes	Yes
Web	08/20/2014	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

991543

962071

983855

976845

976859

955558

976866

970541

976699

976906

976914

977074

955749

992064

955711

955757

955734

955767

977112

955912

992205

Credit Card Complaints

Based on Consumer Complaints

08/10/2014 Credit card

07/27/2014 Credit card

08/10/2014 Credit card

08/11/2014 Credit card

08/11/2014 Credit card

08/20/2014 Credit card

08/14/2014 Credit card

07/31/2014 Credit card

08/28/2014 Credit card

07/31/2014 Credit card

08/28/2014 Credit card

08/11/2014 Credit card

07/31/2014 Credit card

08/11/2014 Credit card

08/23/2014 Credit card

08/11/2014 Credit card

08/23/2014 Credit card

08/23/2014 Credit card

08/23/2014 Credit card

08/28/2014 Credit card

Credit Card Complaints

Based on Consumer Complaints

Other fee

Advertising and marketing

Arbitration

Other

Billing disputes

Other

Billing disputes

Credit card protection / Debt protection

Billing disputes

Transaction issue

APR or interest rate

Billing disputes

Customer service / Customer relations

Other

Transaction issue

Credit line increase/decrease

Advertising and marketing

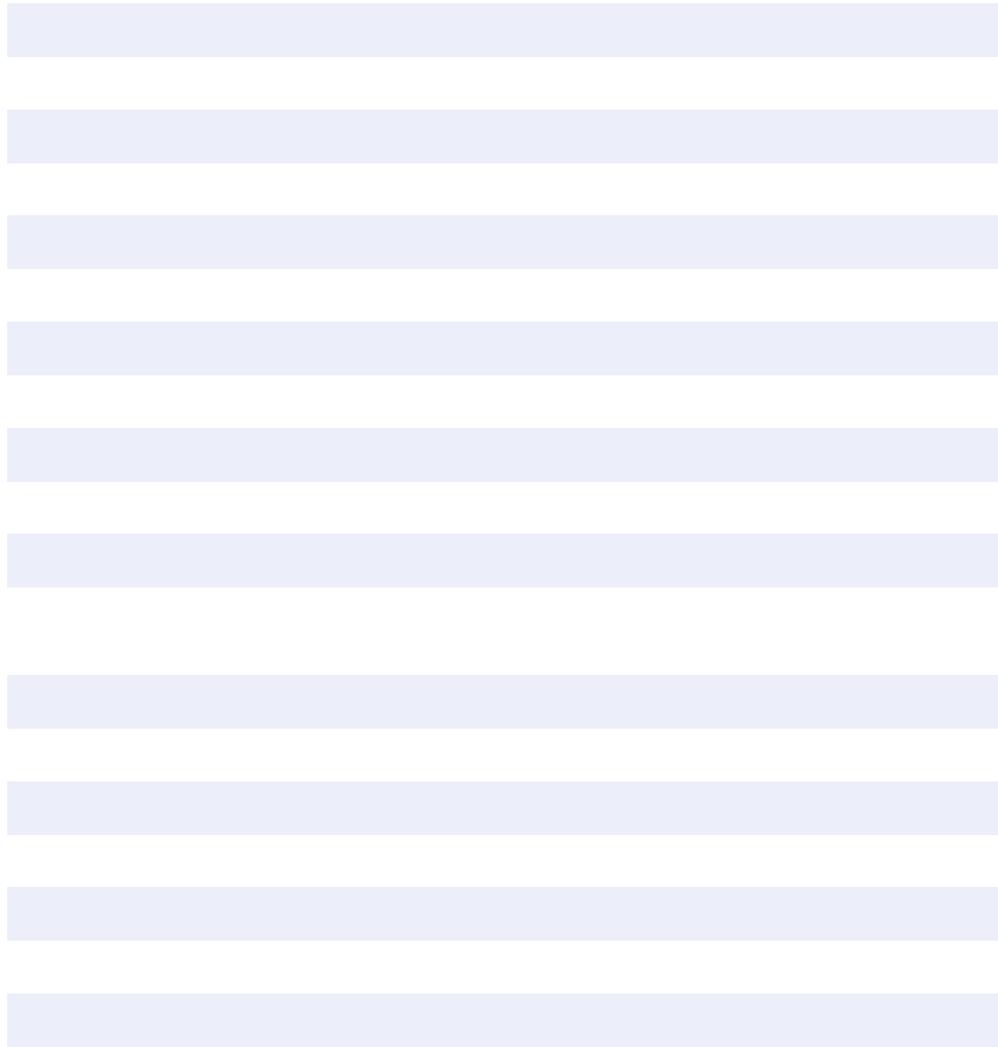
Identity theft / Fraud / Embezzlement

APR or interest rate

Billing disputes

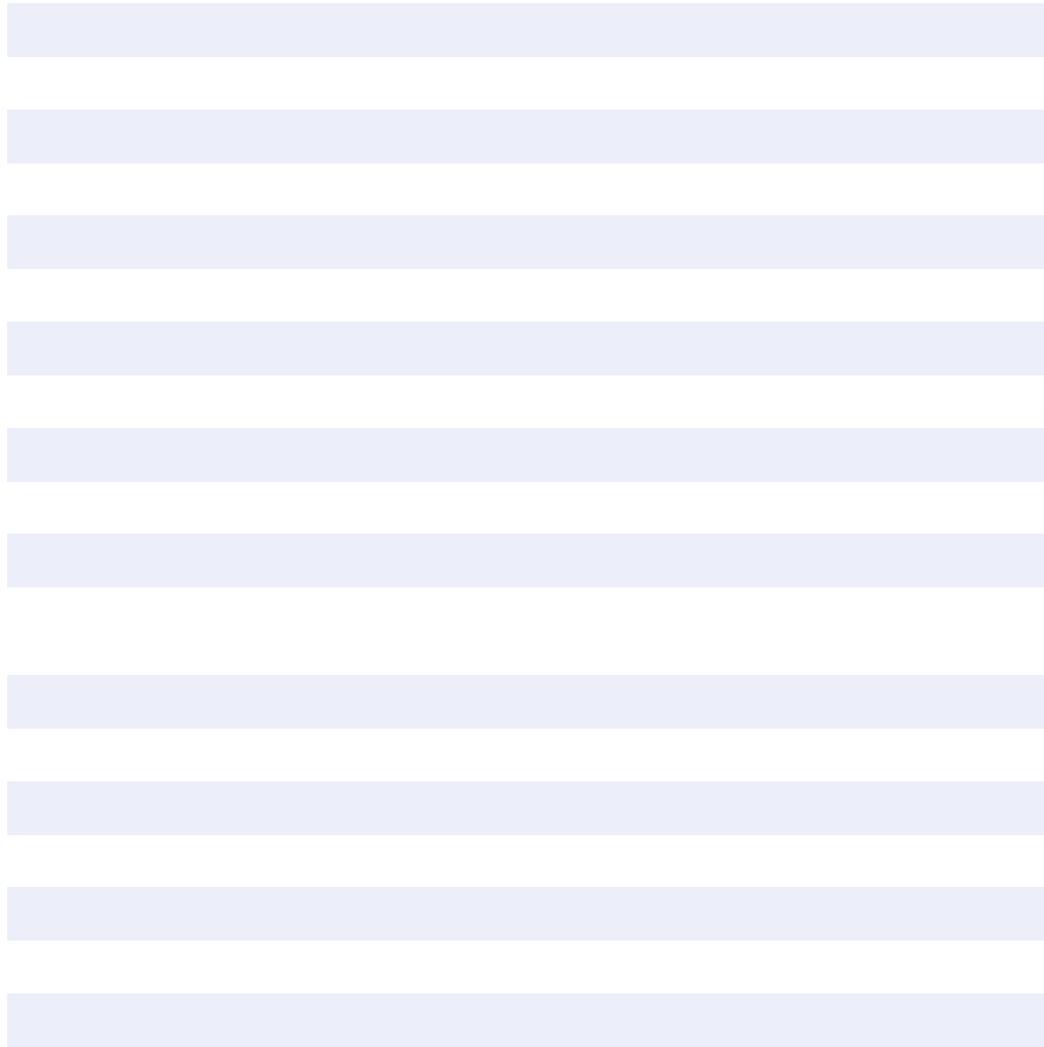
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Citibank	IL	60613		N/A
Barclays PLC	GA	30102		N/A
Amex	NY	11703		N/A
Bank of America	CA	92506		N/A
Citibank	MA	02467		N/A
Synchrony Financial	NC	28803		N/A
First National Bank of Omaha	FL	33306	Older American	N/A
Discover	FL	33182		N/A
Synchrony Financial	MI	48098		N/A
Amex	NJ	08033		N/A
Synchrony Financial	OH	43028		N/A
Continental Finance Company, LLC	CA	95020		N/A
Synchrony Financial	IA	52155	Older American, Servicemember	N/A
TD Bank US Holding Company	PA	18974		N/A
Bank of America	GA	30084		N/A
Bank of America	AL	35079		N/A
Capital One	NY	10075		N/A
Barclays PLC	MO	65616		N/A
Bank of America	NY	11509		N/A
Synchrony Financial	MA	01532		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	08/10/2014	Closed with monetary relief	Yes	No
Web	07/30/2014	Closed with explanation	Yes	No
Web	08/10/2014	Closed with explanation	Yes	No
Web	08/11/2014	Closed with explanation	Yes	No
Web	08/11/2014	Closed with monetary relief	Yes	No
Web	08/20/2014	Closed with explanation	Yes	Yes
Web	08/19/2014	Closed with explanation	Yes	No
Web	08/05/2014	Closed with explanation	Yes	Yes
Web	08/28/2014	Closed with non-monetary relief	Yes	No
Web	07/31/2014	Closed with monetary relief	Yes	No
Referral	09/03/2014	Closed with explanation	Yes	No
Referral	08/14/2014	Closed with explanation	Yes	No
Phone	08/06/2014	Closed with explanation	Yes	No
Phone	08/13/2014	Closed with explanation	No	Yes
Web	09/12/2014	Closed with explanation	Yes	No
Web	08/11/2014	Closed	Yes	No
Web	08/23/2014	Closed with non-monetary relief	Yes	Yes
Web	08/23/2014	Closed with non-monetary relief	Yes	No
Web	08/23/2014	Closed with monetary relief	Yes	No
Web	08/28/2014	Closed with monetary relief	Yes	No

Credit Card Complaints

Based on Consumer Complaints

977140

955827

977191

977450

977457

992044

983845

963741

1005368

962854

1006144

977587

962022

977686

998349

977690

998248

998241

998358

1006226

Credit Card Complaints

Based on Consumer Complaints

08/20/2014	Credit card
08/20/2014	Credit card
08/23/2014	Credit card
08/11/2014	Credit card
08/28/2014	Credit card
08/28/2014	Credit card
08/14/2014	Credit card
08/20/2014	Credit card
08/28/2014	Credit card
08/14/2014	Credit card
08/20/2014	Credit card
08/20/2014	Credit card
08/23/2014	Credit card
08/24/2014	Credit card
08/20/2014	Credit card
08/24/2014	Credit card
08/11/2014	Credit card
08/28/2014	Credit card
08/11/2014	Credit card
08/25/2014	Credit card
08/28/2014	Credit card
08/28/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Closing/Cancelling account

Billing disputes

Transaction issue

Late fee

Billing disputes

Other

Billing disputes

Billing disputes

Delinquent account

Billing disputes

Other

APR or interest rate

Rewards

Other fee

Billing disputes

APR or interest rate

APR or interest rate

Closing/Cancelling account

Closing/Cancelling account

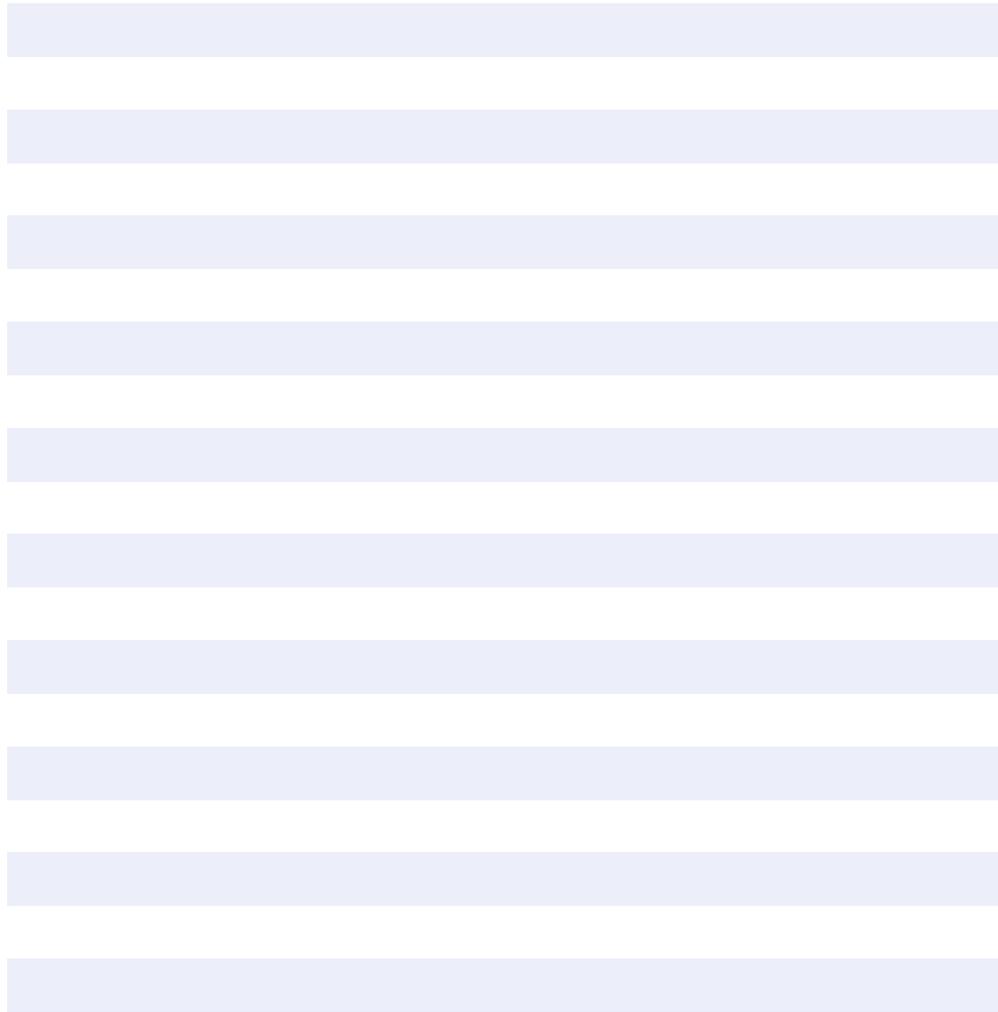
APR or interest rate

Credit card protection / Debt protection

Billing disputes

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Citibank	MD	21202		N/A
PayPal Holdings, Inc.	NY	12603		N/A
Citibank	FL	33150		N/A
Synchrony Financial	GA	30318		N/A
JPMorgan Chase & Co.	FL	33306		N/A
Synchrony Financial	NY	12487		N/A
BB&T Financial	NV	89149		N/A
Bank of America	FL	34114		N/A
Citibank	OR	97754		N/A
Amex	NV	89149		N/A
Capital One	FL	33993		N/A
PNC Bank N.A.	NH	03820		N/A
Amex	TX	77077		N/A
Synchrony Financial	TX	78154	Servicemember	N/A
Citibank	TX	77018		N/A
Citibank	MN	55116	Older American	N/A
Sterling Jewelers Inc.	TX	78249		N/A
Capital One	VA	22033		N/A
Capital One	FL	32129		N/A
First National Bank of Omaha	FL	33319		N/A
Barclays PLC	ME	04864		N/A
Citibank	NY	14867		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	08/25/2014	Closed with monetary relief	Yes	No
Postal mail	08/25/2014	Closed with explanation	Yes	No
Web	08/23/2014	Closed with explanation	Yes	No
Web	08/11/2014	Closed with monetary relief	Yes	No
Web	09/03/2014	Closed with explanation	Yes	No
Web	08/28/2014	Closed with explanation	Yes	No
Web	08/25/2014	Closed with explanation	Yes	No
Referral	08/25/2014	Closed with explanation	Yes	Yes
Web	08/28/2014	Closed with non-monetary relief	Yes	No
Web	08/14/2014	Closed with explanation	Yes	No
Referral	08/25/2014	Closed with explanation	Yes	No
Referral	08/25/2014	Closed with explanation	Yes	No
Web	08/23/2014	Closed with explanation	Yes	No
Web	08/24/2014	Closed with monetary relief	Yes	No
Postal mail	08/25/2014	Closed with explanation	Yes	No
Web	08/24/2014	Closed with explanation	Yes	Yes
Web	08/11/2014	Closed with monetary relief	Yes	No
Web	08/28/2014	Closed with explanation	Yes	No
Referral	08/13/2014	Closed with explanation	Yes	Yes
Web	08/25/2014	Closed with monetary relief	Yes	No
Web	09/03/2014	Closed with explanation	Yes	No
Web	08/28/2014	Closed with monetary relief	Yes	Yes

Credit Card Complaints

Based on Consumer Complaints

992939

992971

998399

977758

1005234

1005048

985375

993055

1006335

985377

993065

993074

998475

998928

992135

999026

977985

1006693

978037

999102

1006778

1006780

Credit Card Complaints

Based on Consumer Complaints

08/25/2014	Credit card
08/28/2014	Credit card
08/25/2014	Credit card
08/25/2014	Credit card
08/25/2014	Credit card
08/29/2014	Credit card
08/25/2014	Credit card
08/29/2014	Credit card
08/25/2014	Credit card
08/25/2014	Credit card
08/25/2014	Credit card
08/29/2014	Credit card
08/20/2014	Credit card
08/29/2014	Credit card
08/25/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Identity theft / Fraud / Embezzlement

APR or interest rate

Advertising and marketing

Transaction issue

Balance transfer

Identity theft / Fraud / Embezzlement

Other

Billing disputes

Billing disputes

Payoff process

Credit line increase/decrease

Customer service / Customer relations

Late fee

Sale of account

Credit card protection / Debt protection

Transaction issue

Identity theft / Fraud / Embezzlement

Identity theft / Fraud / Embezzlement

Other

Billing disputes

Credit determination

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	IN	46123		N/A
Capital One	CA	92114		N/A
Amex	TN	37312		N/A
Amex	FL	32224		N/A
Citibank	FL	33027	Older American	N/A
JPMorgan Chase & Co.	MS	39046		N/A
Capital One	FL	32460		N/A
Capital One	MO	63017		N/A
JPMorgan Chase & Co.	CA	95624		N/A
Capital One	NC	28216		N/A
Citibank	NY	11104		N/A
PNC Bank N.A.	DE	19939	Older American	N/A
Barclays PLC	CT	06810		N/A
Capital One	PA	19341		N/A
Banco Popular de Puerto Rico	PR	00910		N/A
JPMorgan Chase & Co.	FL	34114		N/A
Second Round Limited Partnership	MI	49730		N/A
Wells Fargo & Company	NV	89703		N/A
Bank of America	MD	20774		N/A
Citibank	CA	90604	Older American	N/A
Citibank	PA	19006		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	08/25/2014	Closed with explanation	Yes	No
Web	08/28/2014	Closed with monetary relief	Yes	No
Web	08/25/2014	Closed with explanation	Yes	No
Web	08/25/2014	Closed with explanation	Yes	No
Web	08/25/2014	Closed with explanation	Yes	Yes
Web	09/03/2014	Closed with explanation	Yes	No
Web	08/25/2014	Closed with non-monetary relief	Yes	No
Referral	09/03/2014	Closed with explanation	Yes	No
Postal mail	09/04/2014	Closed with monetary relief	Yes	Yes
Phone	09/04/2014	Closed with monetary relief	Yes	No
Web	08/29/2014	Closed with explanation	Yes	No
Phone	08/28/2014	Closed with explanation	Yes	No
Postal mail	08/28/2014	Closed with monetary relief	Yes	No
Web	08/28/2014	Closed with explanation	Yes	No
Web	09/04/2014	Closed with explanation	Yes	No
Referral	08/25/2014	Closed with explanation	Yes	Yes
Web	09/04/2014	Closed	Yes	No
Web	08/25/2014	Closed with explanation	Yes	No
Referral	08/28/2014	Closed with monetary relief	Yes	No
Web	08/25/2014	Closed with monetary relief	Yes	No
Web	08/28/2014	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

999141

1006864

999190

999200

999232

1007809

999263

1007842

1007909

1008071

1008190

999645

999724

998754

1008551

993836

1006930

1000301

1000360

1000334

1000402

Credit Card Complaints

Based on Consumer Complaints

08/06/2014	Credit card
08/26/2014	Credit card
08/26/2014	Credit card
08/26/2014	Credit card
08/20/2014	Credit card
08/26/2014	Credit card
08/06/2014	Credit card
08/26/2014	Credit card
08/15/2014	Credit card
08/26/2014	Credit card
08/15/2014	Credit card
08/20/2014	Credit card
08/26/2014	Credit card
08/26/2014	Credit card
08/15/2014	Credit card
08/29/2014	Credit card
08/15/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

APR or interest rate

Late fee

Advertising and marketing

APR or interest rate

Cash advance fee

Delinquent account

APR or interest rate

Other

Billing disputes

Identity theft / Fraud / Embezzlement

Billing disputes

Overlimit fee

Identity theft / Fraud / Embezzlement

Delinquent account

APR or interest rate

Billing disputes

Identity theft / Fraud / Embezzlement

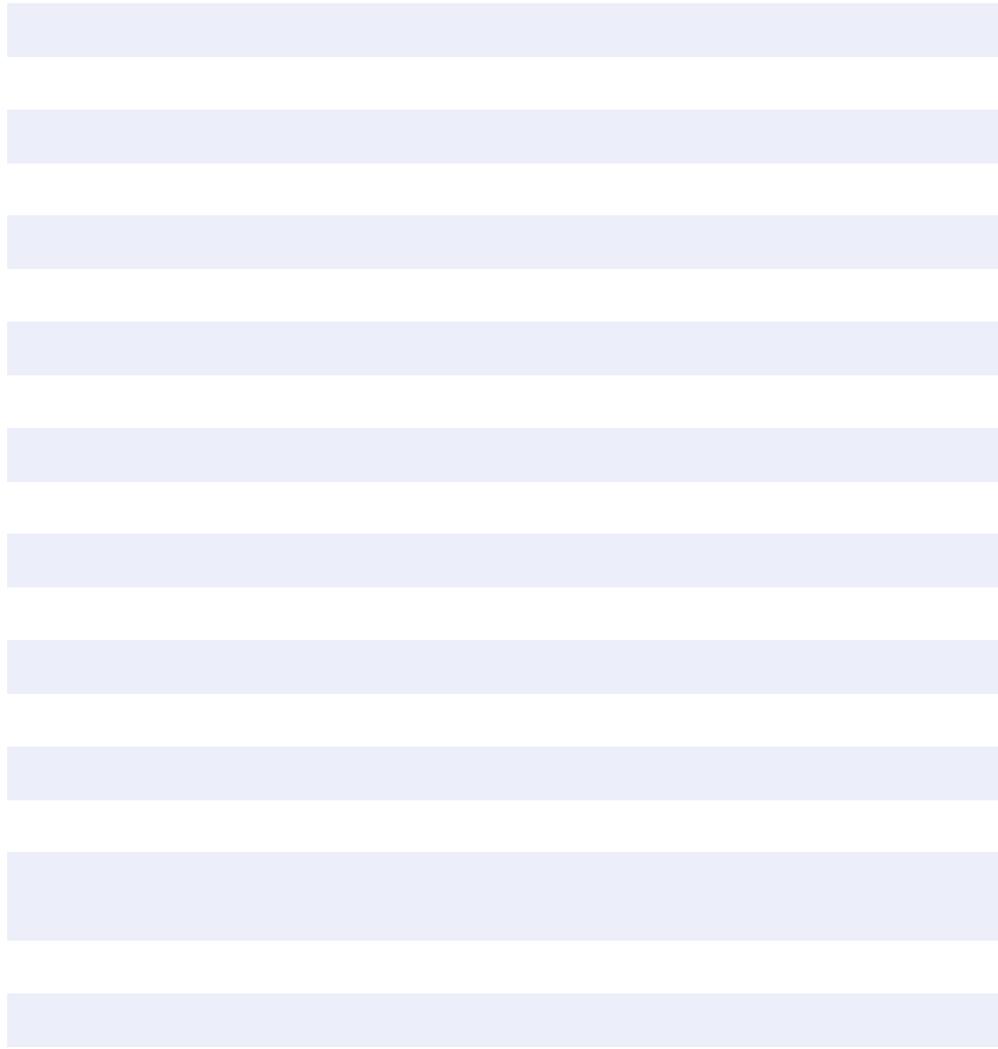
APR or interest rate

Advertising and marketing

Payoff process

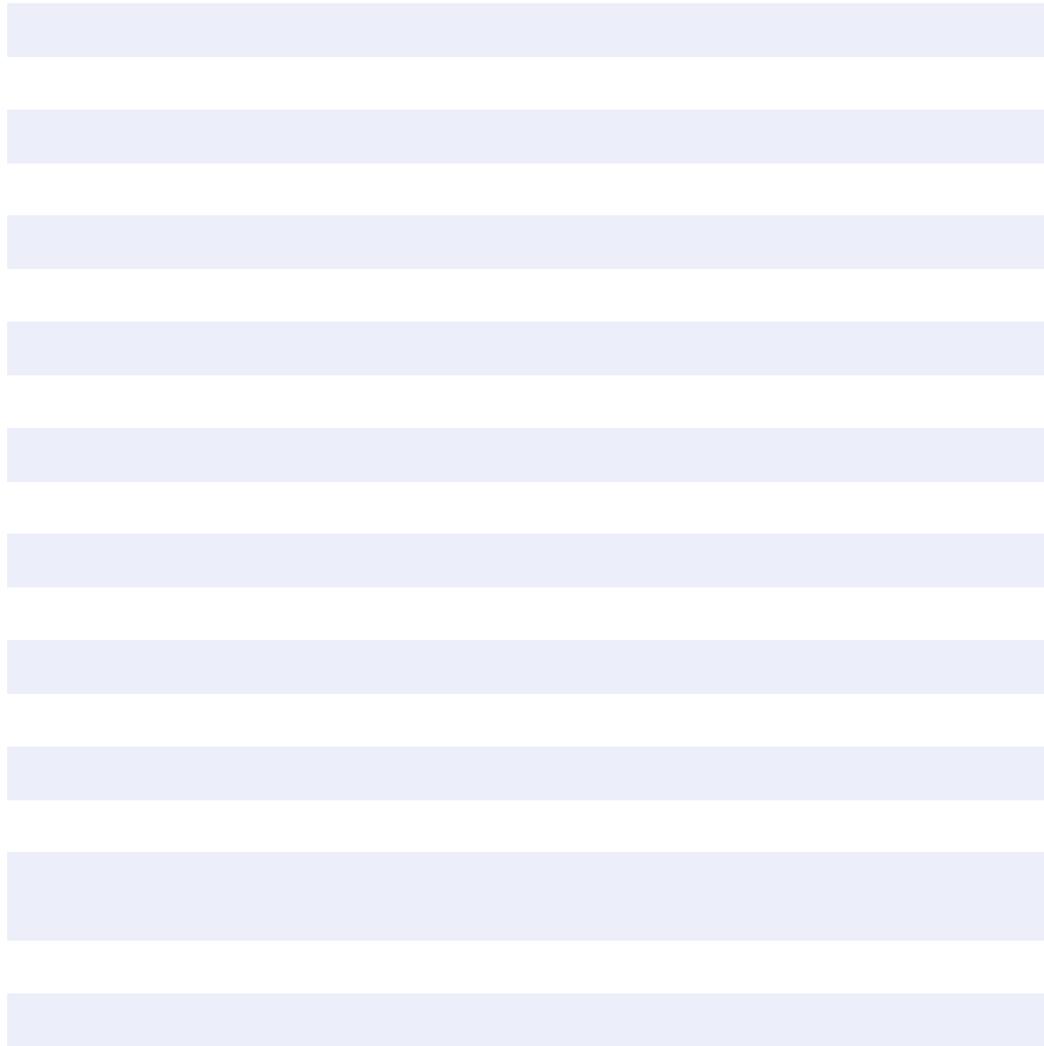
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Synchrony Financial	TX	77380		N/A
Wells Fargo & Company	VA	20170		N/A
Amex	CA	92014		N/A
Synchrony Financial	TN	38118		N/A
Synchrony Financial	SC	29730		N/A
Capital One	GA	30004		N/A
Synchrony Financial	CA	95111		N/A
JPMorgan Chase & Co.	MA	02144		N/A
Wells Fargo & Company	WA	98367		N/A
Synchrony Financial	NJ	07076	Older American	N/A
Capital One	IL	60646		N/A
Bank of America	VA	22193	Servicemember	N/A
Capital One	FL	32034		N/A
Bank of America	FL	33484		N/A
Citibank	MD	20886		N/A
Synchrony Financial	NY	10303		N/A
JPMorgan Chase & Co.	CA	95476		N/A
Synchrony Financial	CT	06082	Older American, Servicemember	N/A
Amex	NY	10003		N/A
Capital One	TX	75243		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	08/06/2014	Closed with monetary relief	Yes	Yes
Web	08/06/2014	Closed with explanation	Yes	No
Web	08/06/2014	Closed with explanation	Yes	No
Referral	08/08/2014	Closed with explanation	Yes	No
Web	08/26/2014	Closed with explanation	Yes	No
Web	08/26/2014	Closed with monetary relief	Yes	No
Web	08/26/2014	Closed with monetary relief	Yes	No
Web	08/20/2014	Closed with explanation	Yes	No
Web	08/26/2014	Closed with explanation	Yes	No
Referral	08/08/2014	Closed with explanation	Yes	No
Web	08/26/2014	Closed with explanation	Yes	No
Web	08/19/2014	Closed with explanation	Yes	No
Web	08/26/2014	Closed with non-monetary relief	Yes	No
Web	08/15/2014	Closed with explanation	Yes	No
Web	08/20/2014	Closed with monetary relief	Yes	Yes
Web	08/26/2014	Closed with explanation	Yes	No
Web	08/26/2014	Closed with explanation	Yes	Yes
Postal mail	09/11/2014	Closed with monetary relief	Yes	No
Phone	09/04/2014	Closed with explanation	Yes	No
Web	08/15/2014	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

971005

971302

971525

971559

1001238

1001262

1001277

993320

1001300

971868

1002470

986057

1001382

986089

992261

1000817

1001508

985774

1007103

985830

Credit Card Complaints

Based on Consumer Complaints

08/15/2014	Credit card
08/26/2014	Credit card
08/06/2014	Credit card
08/06/2014	Credit card
08/06/2014	Credit card
08/26/2014	Credit card
08/15/2014	Credit card
08/30/2014	Credit card
08/11/2014	Credit card
08/15/2014	Credit card
08/07/2014	Credit card
08/20/2014	Credit card
08/18/2014	Credit card
08/30/2014	Credit card
08/20/2014	Credit card
08/07/2014	Credit card
08/22/2014	Credit card
08/21/2014	Credit card
08/07/2014	Credit card
08/22/2014	Credit card
08/26/2014	Credit card
08/15/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Identity theft / Fraud / Embezzlement

Delinquent account

APR or interest rate

Billing disputes

Late fee

Credit line increase/decrease

Closing/Cancelling account

Other

Advertising and marketing

Billing disputes

Identity theft / Fraud / Embezzlement

Payoff process

Identity theft / Fraud / Embezzlement

Billing disputes

Advertising and marketing

Billing disputes

Identity theft / Fraud / Embezzlement

Identity theft / Fraud / Embezzlement

Billing disputes

APR or interest rate

Identity theft / Fraud / Embezzlement

Billing disputes

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	NY	10017	Older American	N/A
Capital One	AL	35757		N/A
JPMorgan Chase & Co.	NY	10011		N/A
Amex	NY	10004		N/A
Wells Fargo & Company	FL	33144		N/A
Capital One	CO	80501		N/A
Synchrony Financial	MI	48059		N/A
Synchrony Financial	CA	90250		N/A
Citibank			Older American	N/A
Bank of America	FL	32780		N/A
TD Bank US Holding Company	GA	30062		N/A
Capital One	IL	60655		N/A
Discover	CO	80525		N/A
Bank of America	NY	10024	Older American	N/A
JPMorgan Chase & Co.	NC	27405		N/A
Capital One	UT	84062		N/A
Wells Fargo & Company	FL	33905		N/A
Capital One	SC	29572		N/A
Comerica	IN	46237		N/A
JPMorgan Chase & Co.	NY	11581	Older American	N/A
TD Bank US Holding Company	CA	94553		N/A
Synchrony Financial	MD	21401		N/A

Credit Card Complaints

Based on Consumer Complaints

Referral	08/19/2014	Closed with explanation	Yes	Yes
Web	08/26/2014	Closed with explanation	Yes	No
Web	08/06/2014	Closed with explanation	Yes	No
Referral	08/08/2014	Closed with explanation	Yes	No
Referral	08/08/2014	Closed with non-monetary relief	Yes	No
Web	08/26/2014	Closed with non-monetary relief	Yes	No
Web	08/15/2014	Closed with explanation	Yes	Yes
Web	08/30/2014	Closed with monetary relief	Yes	No
Phone	08/14/2014	Closed with non-monetary relief	Yes	No
Web	08/15/2014	Closed with non-monetary relief	Yes	No
Referral	08/11/2014	Closed with explanation	Yes	No
Web	08/25/2014	Closed with explanation	Yes	No
Postal mail	08/20/2014	Closed with explanation	Yes	No
Web	08/30/2014	Closed with explanation	Yes	Yes
Web	08/20/2014	Closed with explanation	Yes	No
Referral	08/11/2014	Closed with monetary relief	Yes	No
Web	08/28/2014	Closed with non-monetary relief	Yes	No
Web	08/21/2014	Closed with explanation	Yes	Yes
Referral	08/11/2014	Closed with explanation	Yes	No
Referral	09/16/2014	Closed with explanation	Yes	Yes
Postal mail	08/29/2014	Closed with explanation	Yes	No
Web	08/15/2014	Closed with explanation	Yes	Yes

Credit Card Complaints

Based on Consumer Complaints

987467

1001655

972201

972248

972245

1001724

986358

1008659

978424

986441

974455

993881

988359

1008616

994586

973785

996927

994293

974165

997751

1001981

986616

Credit Card Complaints

Based on Consumer Complaints

08/11/2014 Credit card

08/31/2014 Credit card

08/31/2014 Credit card

08/07/2014 Credit card

08/07/2014 Credit card

08/21/2014 Credit card

09/05/2014 Credit card

09/05/2014 Credit card

08/15/2014 Credit card

08/15/2014 Credit card

08/21/2014 Credit card

09/01/2014 Credit card

08/21/2014 Credit card

08/15/2014 Credit card

09/01/2014 Credit card

08/07/2014 Credit card

09/01/2014 Credit card

08/11/2014 Credit card

09/05/2014 Credit card

08/15/2014 Credit card

Credit Card Complaints

Based on Consumer Complaints

Transaction issue

Rewards

Unsolicited issuance of credit card

Other

Credit line increase/decrease

Identity theft / Fraud / Embezzlement

Delinquent account

Closing/Cancelling account

Identity theft / Fraud / Embezzlement

APR or interest rate

Billing disputes

Other

Identity theft / Fraud / Embezzlement

Billing disputes

Forbearance / Workout plans

Billing disputes

Billing statement

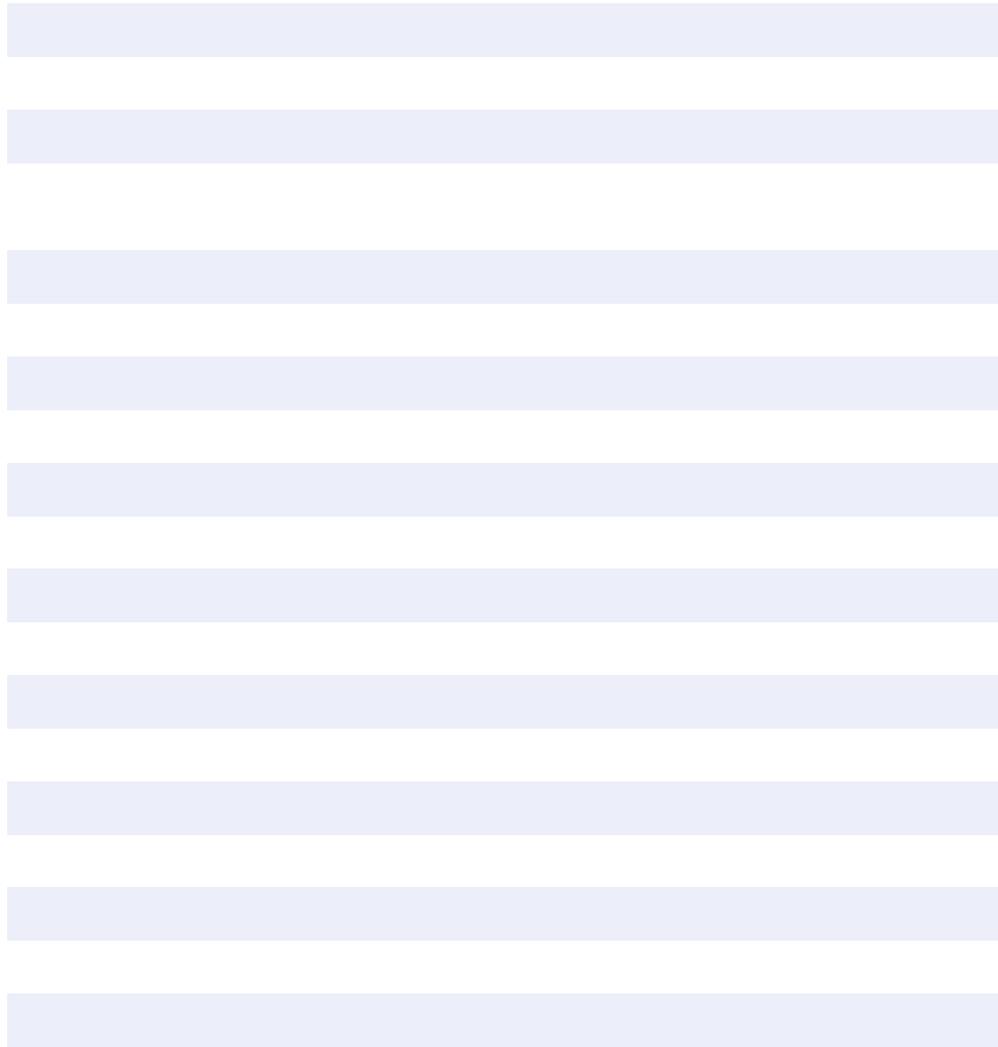
Customer service / Customer relations

Other

Billing disputes

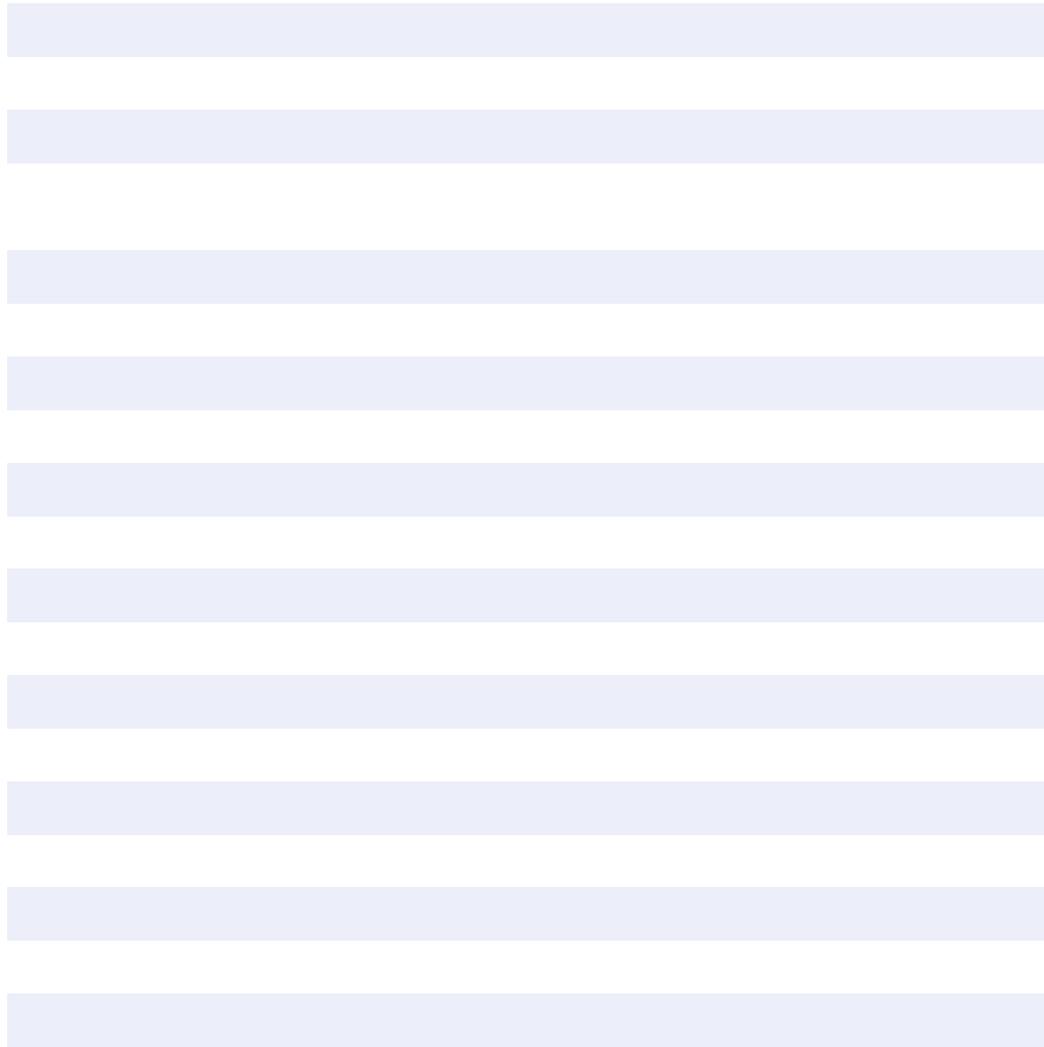
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Synchrony Financial	TX	75482		N/A
Amex	CA	92801		N/A
Citibank	KY	40214		N/A
Barclays PLC	AZ	85024		N/A
Amex	FL	33541	Older American, Servicemember	N/A
U.S. Bancorp	MA	01545		N/A
Citibank	CA	91201		N/A
Continental Finance Company, LLC	CA	91606		N/A
Citibank	VA	20120		N/A
Discover	GA	30291	Older American	N/A
Barclays PLC	OH	44130		N/A
Continental Finance Company, LLC	CA	91306		N/A
Barclays PLC	FL	34482		N/A
PayPal Holdings, Inc.	WI	53563		N/A
Capital One	CA	91307		N/A
U.S. Bancorp	OH	44406	Older American	N/A
Citibank	PA	19001	Older American	N/A
Bank of America	NY	10605		N/A
Synchrony Financial	DC	20007		N/A
Synchrony Financial	DC	20024	Older American	N/A

Credit Card Complaints

Based on Consumer Complaints

Web	08/12/2014	Closed with explanation	Yes	No
Web	08/31/2014	Closed with explanation	Yes	Yes
Web	08/31/2014	Closed with non-monetary relief	Yes	No
Web	08/11/2014	Closed with explanation	Yes	No
Web	08/07/2014	Closed with explanation	Yes	No
Referral	09/23/2014	Closed with explanation	Yes	Yes
Web	09/05/2014	Closed with non-monetary relief	Yes	No
Web	09/10/2014	Closed with explanation	Yes	No
Web	08/15/2014	Closed with monetary relief	Yes	No
Web	08/15/2014	Closed with explanation	Yes	No
Phone	08/25/2014	Closed with explanation	Yes	Yes
Web	09/05/2014	Closed with explanation	Yes	No
Web	08/21/2014	Closed with monetary relief	Yes	No
Web	08/28/2014	Closed with explanation	Yes	No
Web	09/01/2014	Closed with monetary relief	Yes	No
Web	08/07/2014	Closed with explanation	Yes	No
Web	09/01/2014	Closed with monetary relief	Yes	No
Web	08/11/2014	Closed with explanation	Yes	No
Web	09/16/2014	Closed with explanation	Yes	No
Web	08/20/2014	Closed with monetary relief	Yes	No

Credit Card Complaints

Based on Consumer Complaints

978573

1009035

1008950

973096

973116

994758

1015730

1017095

986731

986737

994794

1009115

994812

986755

1009127

972871

1009233

978750

1016989

986826

Credit Card Complaints

Based on Consumer Complaints

08/11/2014 Credit card

09/01/2014 Credit card

09/05/2014 Credit card

09/02/2014 Credit card

09/10/2014 Credit card

09/10/2014 Credit card

08/11/2014 Credit card

08/21/2014 Credit card

09/05/2014 Credit card

09/02/2014 Credit card

08/26/2014 Credit card

08/15/2014 Credit card

08/21/2014 Credit card

09/10/2014 Credit card

08/21/2014 Credit card

08/12/2014 Credit card

08/12/2014 Credit card

08/12/2014 Credit card

08/15/2014 Credit card

08/21/2014 Credit card

08/21/2014 Credit card

Credit Card Complaints

Based on Consumer Complaints

Other

Billing disputes

Late fee

Identity theft / Fraud / Embezzlement

Closing/Cancelling account

Payoff process

Delinquent account

Advertising and marketing

Unsolicited issuance of credit card

Payoff process

Identity theft / Fraud / Embezzlement

Credit determination

Billing disputes

Billing disputes

Identity theft / Fraud / Embezzlement

Identity theft / Fraud / Embezzlement

Billing disputes

Billing disputes

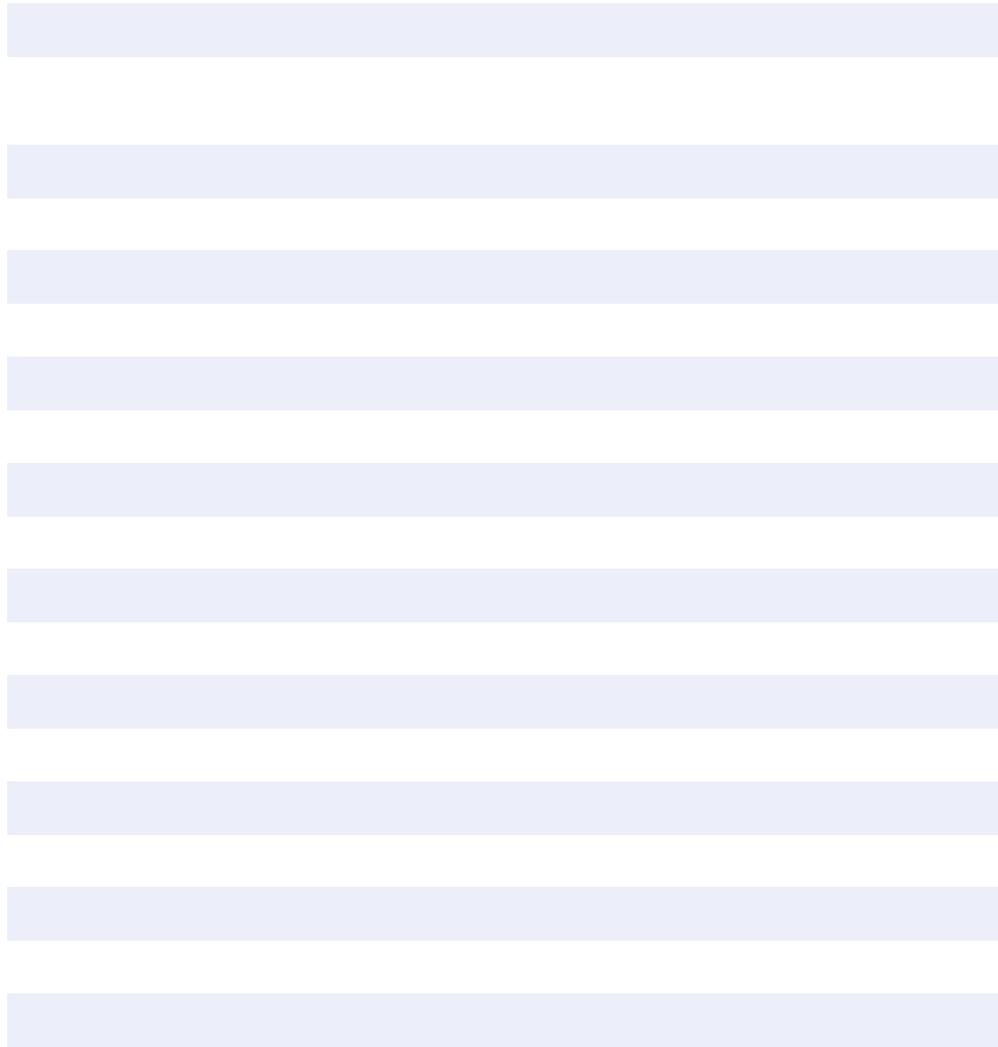
Delinquent account

Payoff process

Identity theft / Fraud / Embezzlement

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Citibank	TX	78660		N/A
Bank of America	MN	55066		N/A
Citibank	NY	10029		N/A
Synchrony Financial	CA	92879	Older American, Servicemember	N/A
Capital One	IL	60620		N/A
JPMorgan Chase & Co.	CA	91604		N/A
Legal Prevention Services, LLC.	TX	78840		N/A
Capital One	OR	97219		N/A
Capital One	CO	80203		N/A
JPMorgan Chase & Co.	PA	19139		N/A
Amex	NY	10022		N/A
Discover	AR	72231		N/A
Capital One	CA	92677		N/A
Citibank	CA	93711		N/A
Wells Fargo & Company	TX	75025	Older American	N/A
Capital One	GA	30324		N/A
Amex	CA	94117		N/A
Amex	CA	94117		N/A
Citibank	MN	55408		N/A
Capital One	FL	32218		N/A
Bank of America	WA	98112		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	08/14/2014	Closed with explanation	Yes	No
Web	09/01/2014	Closed with monetary relief	Yes	No
Web	09/10/2014	Closed with monetary relief	Yes	No
Web	09/02/2014	Closed with monetary relief	Yes	No
Postal mail	09/15/2014	Closed with explanation	Yes	No
Web	09/10/2014	Closed with explanation	Yes	No
Web	08/14/2014	Closed with non-monetary relief	Yes	No
Phone	08/26/2014	Closed with explanation	Yes	No
Web	09/05/2014	Closed with non-monetary relief	Yes	No
Web	09/05/2014	Closed with explanation	Yes	No
Web	09/02/2014	Closed with monetary relief	Yes	No
Postal mail	08/20/2014	Closed with explanation	Yes	No
Web	08/21/2014	Closed with monetary relief	Yes	No
Web	09/25/2014	Closed with explanation	Yes	Yes
Web	08/21/2014	Closed with explanation	Yes	Yes
Web	08/12/2014	Closed with explanation	Yes	No
Web	08/13/2014	Closed with explanation	Yes	Yes
Web	08/27/2014	Closed with monetary relief	Yes	Yes
Web	08/20/2014	Closed with monetary relief	Yes	Yes
Referral	08/26/2014	Closed with monetary relief	Yes	No
Referral	08/26/2014	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

978732

1009209

1017119

1009330

1022829

1022890

977372

995046

1016077

1009480

1002407

987056

995111

1023420

994318

979544

979497

979498

987105

995159

995170

Credit Card Complaints

Based on Consumer Complaints

08/16/2014	Credit card
09/02/2014	Credit card
09/10/2014	Credit card
08/16/2014	Credit card
09/11/2014	Credit card
08/16/2014	Credit card
09/02/2014	Credit card
08/18/2014	Credit card
08/12/2014	Credit card
08/18/2014	Credit card
09/02/2014	Credit card
09/05/2014	Credit card
08/12/2014	Credit card
09/06/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Closing/Cancelling account

Other

Identity theft / Fraud / Embezzlement

Credit determination

Unsolicited issuance of credit card

Transaction issue

Other fee

Sale of account

APR or interest rate

Other

Identity theft / Fraud / Embezzlement

Late fee

Billing statement

Other

Billing statement

Other fee

Credit determination

Payoff process

Customer service / Customer relations

Advertising and marketing

Identity theft / Fraud / Embezzlement

Rewards

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Bank of America	NY	14586		N/A
Citibank	CA	92126		N/A
Discover	PA	19145		N/A
Synchrony Financial	MI	48336		N/A
Synchrony Financial	OR	97219	Older American	N/A
Synchrony Financial	FL	34756	Older American	N/A
Capital One	MN	55426		N/A
Synchrony Financial	OR	97062		N/A
JPMorgan Chase & Co.	OK	73099		N/A
Synchrony Financial	NJ	08872		N/A
Bank of America	DE	19904	Older American	N/A
Synchrony Financial	NY	10025		N/A
Capital One	DE	19808		N/A
JPMorgan Chase & Co.	MA	01923		N/A
Citibank	CA	91335	Older American	N/A
Barclays PLC	NY	11415		N/A
JPMorgan Chase & Co.	NY	14564	Servicemember	N/A
Wells Fargo & Company	CA	94538		N/A
Citibank	CA	94612		N/A
Amex	CA	94610		N/A
Capital One	VA	24014	Older American	N/A
Bank of America	OR	97440		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	08/16/2014	Closed with explanation	Yes	No
Web	09/03/2014	Closed with explanation	Yes	No
Web	09/10/2014	Closed with explanation	Yes	No
Web	08/20/2014	Closed with monetary relief	Yes	No
Web	08/16/2014	Closed with explanation	Yes	No
Web	08/16/2014	Closed with monetary relief	Yes	No
Web	08/16/2014	Closed with monetary relief	Yes	No
Web	08/20/2014	Closed with explanation	Yes	No
Web	08/16/2014	Closed with explanation	Yes	Yes
Web	09/16/2014	Closed with monetary relief	Yes	No
Web	09/10/2014	Closed with explanation	Yes	No
Web	08/20/2014	Closed with monetary relief	Yes	No
Web	08/16/2014	Closed with explanation	Yes	No
Web	08/16/2014	Closed with explanation	Yes	Yes
Phone	09/05/2014	Closed with explanation	Yes	Yes
Web	08/18/2014	Closed with monetary relief	Yes	No
Phone	08/14/2014	Closed with explanation	Yes	No
Web	08/20/2014	Closed with explanation	Yes	Yes
Web	09/02/2014	Closed with explanation	Yes	Yes
Web	09/05/2014	Closed with explanation	Yes	Yes
Fax	08/14/2014	Closed with non-monetary relief	Yes	No
Web	09/16/2014	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

987564

1009673

1023296

987640

987645

987648

987485

987664

987677

1023984

987529

987737

987740

987531

1009824

988260

979383

989856

1009927

1016779

981167

1017576

Credit Card Complaints

Based on Consumer Complaints

08/12/2014	Credit card
09/06/2014	Credit card
09/11/2014	Credit card
09/11/2014	Credit card
09/06/2014	Credit card
09/11/2014	Credit card
09/02/2014	Credit card
09/11/2014	Credit card
09/11/2014	Credit card
09/06/2014	Credit card
08/12/2014	Credit card
09/11/2014	Credit card
09/11/2014	Credit card
09/07/2014	Credit card
09/08/2014	Credit card
08/12/2014	Credit card
09/08/2014	Credit card
09/08/2014	Credit card
09/08/2014	Credit card
09/11/2014	Credit card
09/11/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

APR or interest rate

Other

Identity theft / Fraud / Embezzlement

Credit line increase/decrease

Late fee

Credit line increase/decrease

Billing disputes

Credit line increase/decrease

Other

Identity theft / Fraud / Embezzlement

Other

Credit determination

Other

Identity theft / Fraud / Embezzlement

Identity theft / Fraud / Embezzlement

Unsolicited issuance of credit card

Identity theft / Fraud / Embezzlement

Other

Customer service / Customer relations

Billing disputes

Other fee

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	NY	10314	N/A
HSBC North America Holdings Inc.	TN	37110	N/A
Synchrony Financial	CA	94501	N/A
Bank of America	AZ	86315	N/A
JPMorgan Chase & Co.	MI	48502	N/A
Amex	NJ	07727	N/A
Capital One	IL	60604	N/A
Amex	NJ	07727	N/A
Capital One	AL	36561	N/A
P&B Capital Group, LLC	CA	91770	N/A
Wells Fargo & Company	IL	60634	N/A
U.S. Bancorp	WA	98125	N/A
Citibank	AL	36561	N/A
Capital One	NJ	07866	N/A
Santander Consumer USA Holdings Inc	TX	77065	N/A
Citibank	WI	53717	N/A
Comerica	VA	22553	N/A
Synchrony Financial	VA	22554	N/A
Comerica	TX	77345	N/A
Wells Fargo & Company	ID	83646	N/A
Citibank	OH	43227	N/A

Credit Card Complaints

Based on Consumer Complaints

Referral	08/14/2014	Closed with explanation	Yes	No
Web	09/09/2014	Closed with explanation	Yes	No
Web	09/16/2014	Closed with explanation	Yes	No
Referral	09/16/2014	Closed with explanation	Yes	No
Web	09/06/2014	Closed with explanation	Yes	Yes
Referral	09/26/2014	Closed with explanation	Yes	No
Postal mail	09/05/2014	Closed with explanation	Yes	No
Referral	09/17/2014	Closed with explanation	Yes	No
Web	09/11/2014	Closed with explanation	Yes	Yes
Web	09/10/2014	Closed with explanation	No	No
Postal mail	08/14/2014	Closed with explanation	Yes	No
Referral	09/16/2014	Closed with non-monetary relief	Yes	No
Web	09/16/2014	Closed with explanation	Yes	Yes
Web	09/10/2014	Closed with explanation	Yes	No
Web	09/12/2014	Closed with explanation	Yes	Yes
Referral	08/14/2014	Closed with monetary relief	Yes	No
Web	09/11/2014	Closed with explanation	Yes	No
Referral	09/11/2014	Closed with explanation	Yes	No
Referral	09/11/2014	Closed with explanation	Yes	No
Referral	09/16/2014	Closed with explanation	Yes	No
Referral	09/18/2014	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

980575

1017588

1024403

1023876

1017581

1024554

1009323

1024555

1024517

1017534

980416

1024616

1024518

1017708

1019456

980611

1017944

1018120

1017998

1024906

1024933

Credit Card Complaints

Based on Consumer Complaints

09/08/2014 Credit card

09/11/2014 Credit card

09/08/2014 Credit card

09/11/2014 Credit card

09/11/2014 Credit card

09/11/2014 Credit card

08/21/2014 Credit card

08/18/2014 Credit card

08/21/2014 Credit card

08/21/2014 Credit card

08/22/2014 Credit card

08/12/2014 Credit card

08/22/2014 Credit card

08/18/2014 Credit card

08/27/2014 Credit card

08/12/2014 Credit card

09/02/2014 Credit card

08/27/2014 Credit card

08/18/2014 Credit card

Credit Card Complaints

Based on Consumer Complaints

Billing disputes

Billing disputes

Billing disputes

Billing disputes

Arbitration

Customer service / Customer relations

APR or interest rate

Credit determination

Other fee

Advertising and marketing

Late fee

Late fee

Other

Advertising and marketing

Customer service / Customer relations

Billing disputes

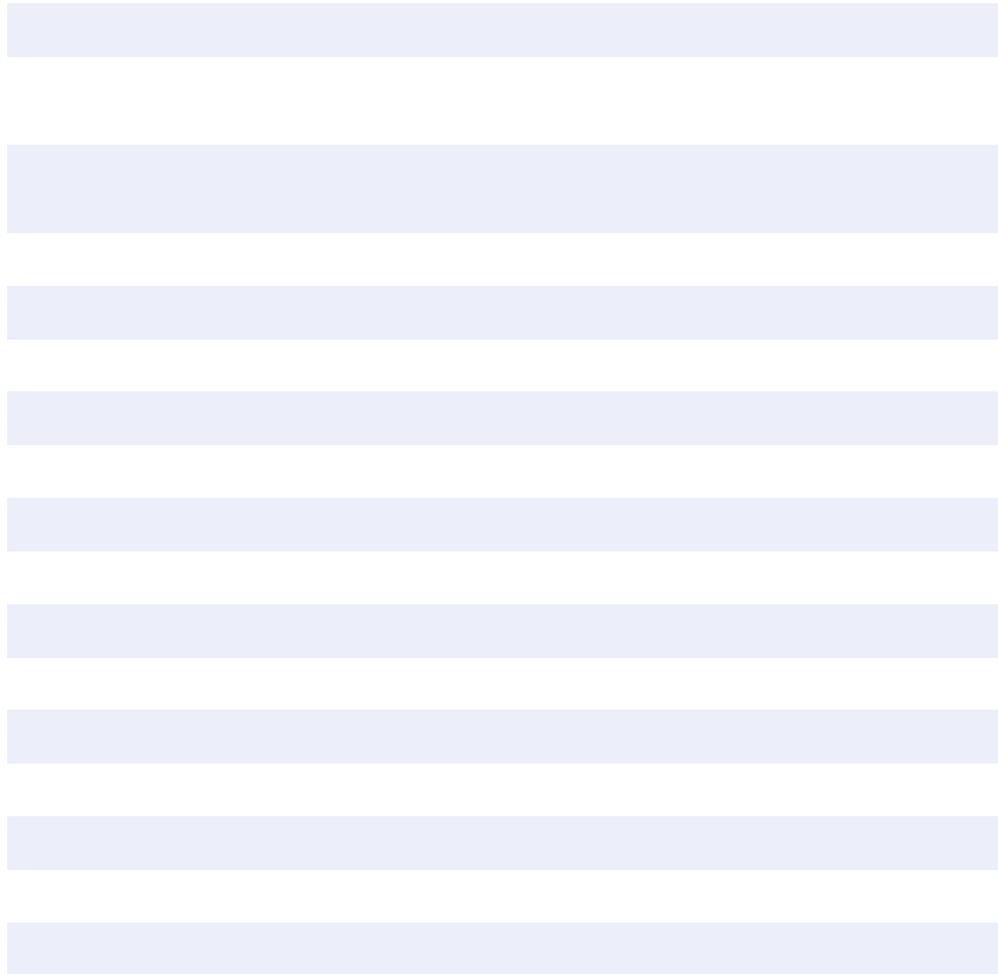
Other fee

APR or interest rate

Payoff process

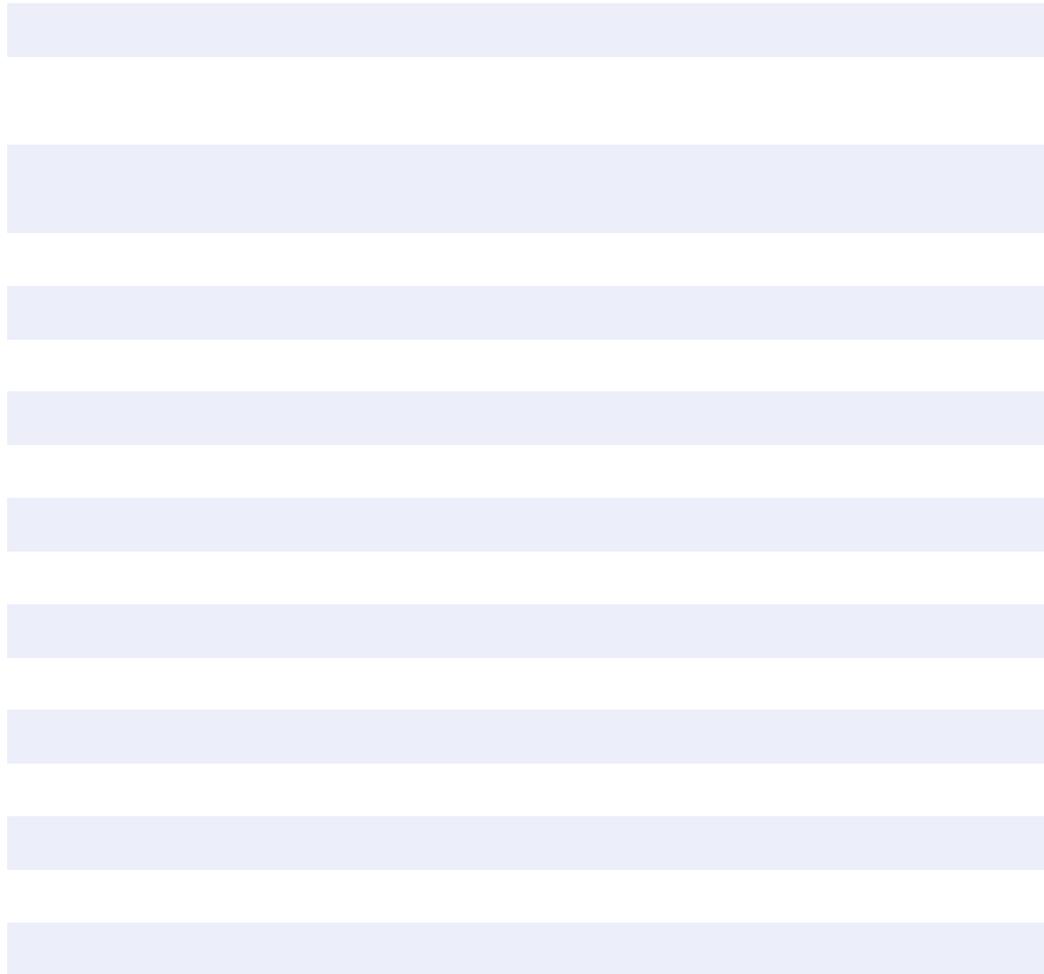
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Capital One	IL	60646		N/A
First National Bank of Omaha	CA	90255		N/A
Santander Bank US	PA	19021	Older American, Servicemember	N/A
Capital One	AK	99504	Older American, Servicemember	N/A
JPMorgan Chase & Co.	MA	02301		N/A
USAA Savings	VA	22042		N/A
Bank of America	CA	95831		N/A
Citibank	OH	44446		N/A
Wells Fargo & Company	PA	18509		N/A
Amex	KS	66604	Older American	N/A
Capital One	PA	15136		N/A
Regions Financial Corporation	NC	27615		N/A
JPMorgan Chase & Co.	CA	95747		N/A
Capital One	OH	44011	Older American	N/A
Synchrony Financial	MT	59072	Older American	N/A
Synchrony Financial	CT	06794		N/A
U.S. Bancorp	MO	63141		N/A
First National Bank of Omaha	OH	44039		N/A
JPMorgan Chase & Co.	AZ	85364		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	09/11/2014	Closed with monetary relief	Yes	No
Web	09/11/2014	Closed with explanation	Yes	Yes
Fax	09/11/2014	Closed with explanation	Yes	No
Phone	09/16/2014	Closed with monetary relief	Yes	No
Web	09/11/2014	Closed with explanation	Yes	No
Phone	09/17/2014	Closed with explanation	Yes	No
Web	08/21/2014	Closed with monetary relief	Yes	Yes
Web	08/20/2014	Closed with non-monetary relief	Yes	Yes
Phone	08/26/2014	Closed with explanation	Yes	Yes
Web	08/21/2014	Closed with non-monetary relief	Yes	No
Web	08/22/2014	Closed with explanation	Yes	No
Web	08/15/2014	Closed with monetary relief	Yes	No
Web	08/22/2014	Closed with explanation	Yes	No
Phone	08/20/2014	Closed with explanation	Yes	No
Postal mail	09/02/2014	Closed with explanation	Yes	No
Web	08/14/2014	Closed with explanation	Yes	No
Web	09/02/2014	Closed with explanation	Yes	Yes
Web	09/02/2014	Closed with monetary relief	Yes	Yes
Referral	08/20/2014	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

1019554

1023912

1018103

1025007

1025534

1025209

996012

988193

996050

996057

996660

980713

996709

988633

1002928

980787

1010292

1003699

989592

Credit Card Complaints

Based on Consumer Complaints

08/22/2014	Credit card
09/08/2014	Credit card
09/02/2014	Credit card
08/18/2014	Credit card
08/27/2014	Credit card
08/12/2014	Credit card
08/22/2014	Credit card
09/02/2014	Credit card
09/08/2014	Credit card
08/22/2014	Credit card
09/08/2014	Credit card
08/27/2014	Credit card
08/12/2014	Credit card
08/22/2014	Credit card
09/08/2014	Credit card
09/03/2014	Credit card
08/13/2014	Credit card
08/18/2014	Credit card
08/27/2014	Credit card
08/18/2014	Credit card
08/19/2014	Credit card
09/03/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Closing/Cancelling account

Delinquent account

Late fee

Customer service / Customer relations

Closing/Cancelling account

Other

Billing disputes

Late fee

Closing/Cancelling account

Closing/Cancelling account

Identity theft / Fraud / Embezzlement

Identity theft / Fraud / Embezzlement

Billing disputes

Other fee

Billing disputes

Unsolicited issuance of credit card

Other fee

Billing disputes

Billing disputes

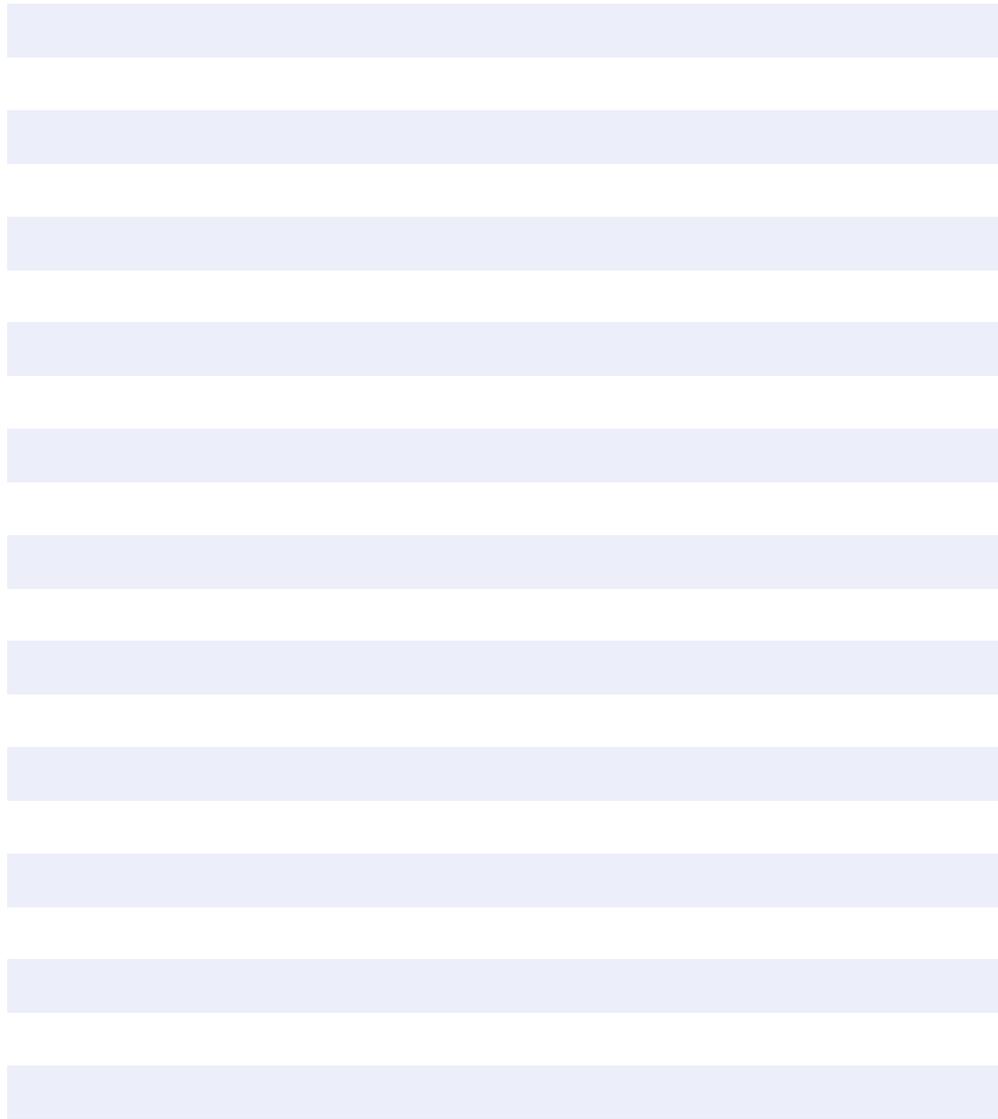
Credit line increase/decrease

Advertising and marketing

Customer service / Customer relations

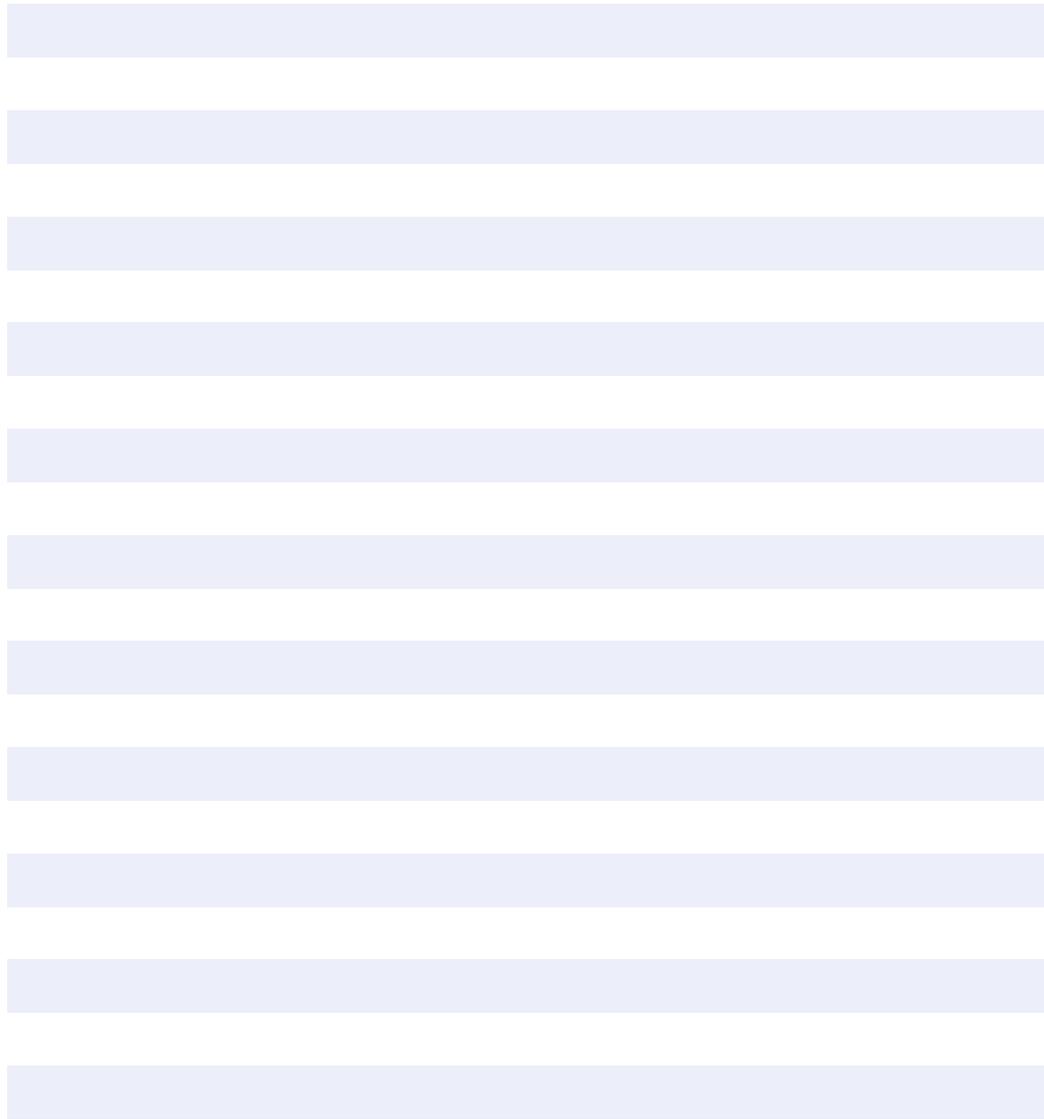
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

HSBC North America Holdings Inc.	FL	32778	Older American	N/A
Citibank	MO	64056		N/A
Wells Fargo & Company	MA	02114		N/A
U.S. Bancorp	VA	22309		N/A
Cavalry Investments, LLC	NY	13783		N/A
Capital One	VA	23228		N/A
Citibank	CO	80233		N/A
Capital One	CA	95109		N/A
Capital One	KS	66224		N/A
Citibank	NJ	07039		N/A
Amex	WA	98168		N/A
JPMorgan Chase & Co.	IN	46204		N/A
Synchrony Financial	FL	34746		N/A
Capital One	AZ	85298		N/A
Amex	NY	10013		N/A
Wells Fargo & Company	TX	78629		N/A
Synchrony Financial	FL	32065		N/A
Capital One	TX	75605		N/A
Synchrony Financial	WI	53207	Older American	N/A
Amex	NM	87401		N/A
Synchrony Financial	FL	33950		N/A
JPMorgan Chase & Co.	WI	53150		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	10/27/2014	Closed with explanation	Yes	No
Web	09/11/2014	Closed with explanation	Yes	Yes
Web	09/02/2014	Closed with explanation	Yes	No
Web	08/18/2014	Closed with explanation	Yes	No
Web	09/02/2014	Closed with non-monetary relief	Yes	No
Web	08/12/2014	Closed with explanation	Yes	No
Fax	09/04/2014	Closed with non-monetary relief	Yes	No
Web	09/02/2014	Closed with monetary relief	Yes	No
Web	09/08/2014	Closed with explanation	Yes	No
Web	08/22/2014	Closed with explanation	Yes	No
Web	09/08/2014	Closed with explanation	Yes	No
Referral	09/02/2014	Closed with explanation	Yes	No
Web	08/15/2014	Closed with monetary relief	Yes	No
Web	08/22/2014	Closed with explanation	Yes	No
Web	09/09/2014	Closed with explanation	Yes	Yes
Web	09/03/2014	Closed with explanation	Yes	No
Web	08/13/2014	Closed with monetary relief	Yes	No
Postal mail	08/21/2014	Closed with explanation	Yes	No
Web	09/02/2014	Closed with explanation	Yes	No
Phone	08/21/2014	Closed with explanation	Yes	No
Referral	08/21/2014	Closed with monetary relief	Yes	No
Web	09/03/2014	Closed with monetary relief	Yes	No

Credit Card Complaints

Based on Consumer Complaints

996846

1018135

1010359

988768

1003833

980936

996420

1010474

1017836

997029

1018284

1003969

981086

998180

1018411

1011493

981908

989069

1004127

989072

991718

1011552

Credit Card Complaints

Based on Consumer Complaints

08/27/2014 Credit card

08/19/2014 Credit card

08/13/2014 Credit card

09/03/2014 Credit card

09/03/2014 Credit card

08/13/2014 Credit card

08/27/2014 Credit card

08/22/2014 Credit card

08/27/2014 Credit card

08/18/2014 Credit card

08/13/2014 Credit card

09/03/2014 Credit card

08/18/2014 Credit card

09/03/2014 Credit card

08/22/2014 Credit card

09/11/2014 Credit card

09/08/2014 Credit card

08/18/2014 Credit card

09/03/2014 Credit card

08/18/2014 Credit card

Credit Card Complaints

Based on Consumer Complaints

Bankruptcy

Identity theft / Fraud / Embezzlement

Other

Rewards

Other

Closing/Cancelling account

Billing disputes

Customer service / Customer relations

Credit card protection / Debt protection

Billing disputes

Other

Advertising and marketing

Rewards

Closing/Cancelling account

Delinquent account

Closing/Cancelling account

Billing statement

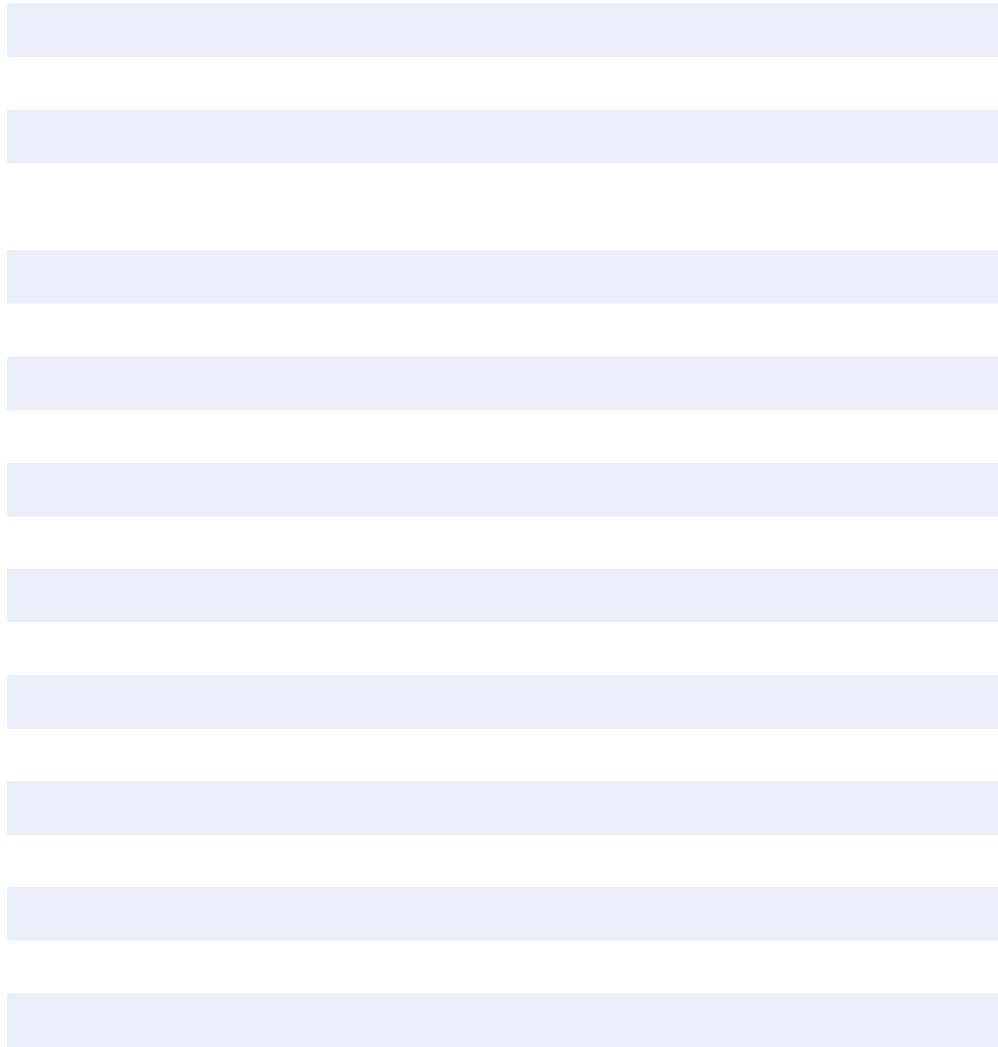
Unsolicited issuance of credit card

Delinquent account

Billing statement

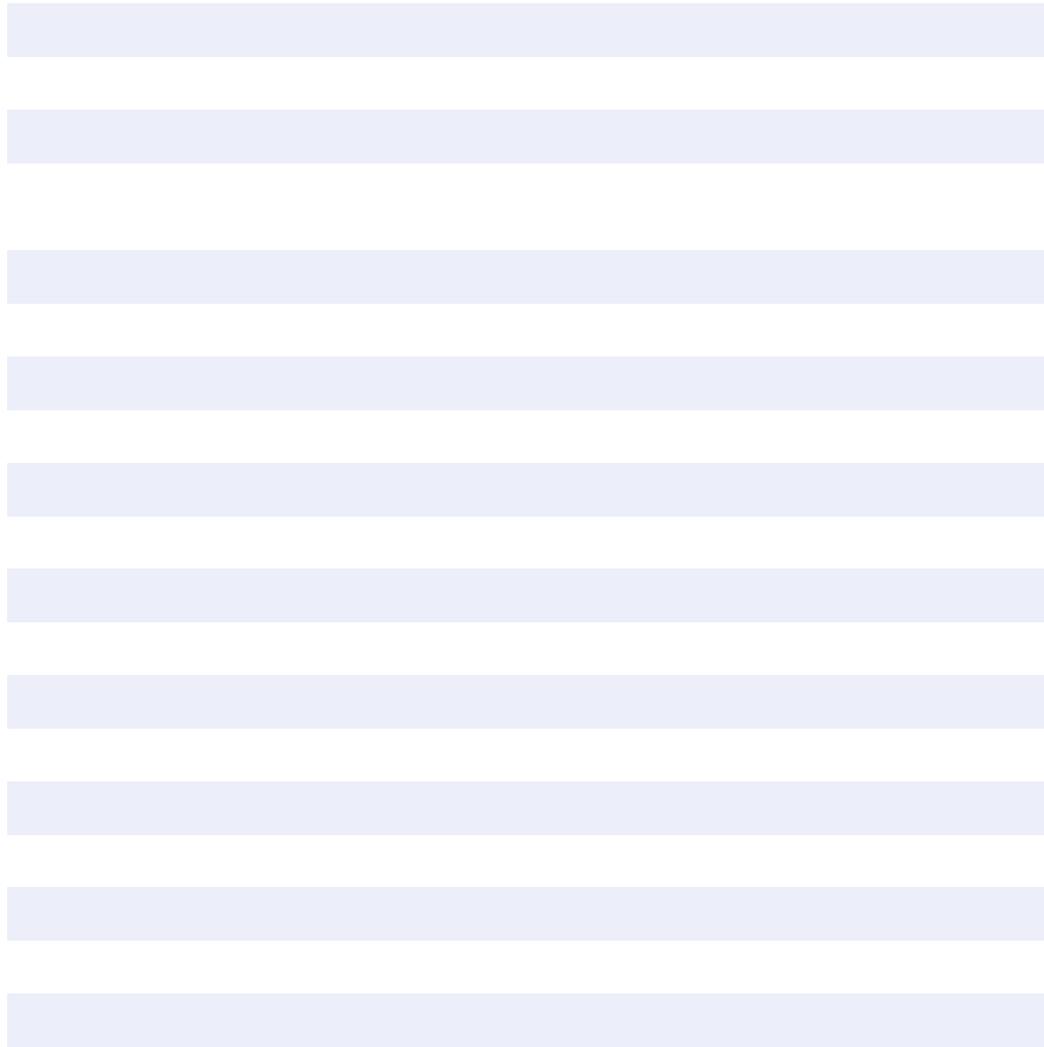
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Barclays PLC	NC	27540		N/A
BOK Financial Corp	NM	87110		N/A
Citibank	FL	34787		N/A
U.S. Bancorp	IL	60637		N/A
Citibank	GA	30311	Older American, Servicemember	N/A
Synchrony Financial	NC	28304		N/A
Citibank	AZ	85718	Older American	N/A
Capital One	OH	43230		N/A
Bank of America	FL	33013		N/A
Citibank	FL	32822	Older American	N/A
HSBC North America Holdings Inc.	NH	03104		N/A
Capital One	PA	19382		N/A
Wells Fargo & Company	UT	84020		N/A
Capital One	KY	40299		N/A
Citibank	TX	76549		N/A
Discover	NY	11212		N/A
Capital One	TX	75082	Older American	N/A
Citibank	FL	33809		N/A
JPMorgan Chase & Co.	ME	04064		N/A
Synchrony Financial	GA	30909	Servicemember	N/A

Credit Card Complaints

Based on Consumer Complaints

Web	08/27/2014	Closed with non-monetary relief	Yes	No
Postal mail	08/21/2014	Closed with explanation	Yes	No
Web	08/13/2014	Closed with non-monetary relief	Yes	No
Referral	09/08/2014	Closed with non-monetary relief	Yes	No
Web	09/03/2014	Closed with non-monetary relief	Yes	No
Postal mail	08/15/2014	Closed with explanation	Yes	No
Web	08/27/2014	Closed with explanation	Yes	No
Web	08/22/2014	Closed with explanation	Yes	No
Web	09/03/2014	Closed with explanation	Yes	No
Postal mail	09/02/2014	Closed with monetary relief	Yes	No
Web	08/15/2014	Closed with explanation	Yes	No
Web	09/03/2014	Closed with non-monetary relief	Yes	Yes
Web	08/18/2014	Closed with explanation	Yes	Yes
Web	09/03/2014	Closed with explanation	Yes	No
Web	08/22/2014	Closed with explanation	Yes	Yes
Referral	09/17/2014	Closed with monetary relief	Yes	No
Web	09/08/2014	Closed with explanation	Yes	No
Postal mail	08/21/2014	Closed with non-monetary relief	Yes	No
Web	09/03/2014	Closed with explanation	Yes	Yes
Web	09/03/2014	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

1002898

990845

981932

1011743

1011623

982018

1002957

997486

1003254

989241

982061

1011716

989247

1011725

996338

1025232

1018705

989319

1011835

989328

Credit Card Complaints

Based on Consumer Complaints

08/13/2014	Credit card
08/22/2014	Credit card
08/18/2014	Credit card
08/27/2014	Credit card
08/13/2014	Credit card
08/13/2014	Credit card
08/27/2014	Credit card
08/13/2014	Credit card
09/12/2014	Credit card
08/18/2014	Credit card
08/22/2014	Credit card
08/13/2014	Credit card
08/22/2014	Credit card
08/18/2014	Credit card
08/13/2014	Credit card
08/18/2014	Credit card
09/08/2014	Credit card
08/28/2014	Credit card
09/08/2014	Credit card
09/08/2014	Credit card
08/19/2014	Credit card
08/19/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Credit card protection / Debt protection

Billing disputes

Payoff process

Transaction issue

Other fee

Advertising and marketing

Billing disputes

Other

Late fee

Billing disputes

APR or interest rate

Other fee

Credit determination

Unsolicited issuance of credit card

Other

Billing disputes

Credit card protection / Debt protection

Late fee

Other

Privacy

Identity theft / Fraud / Embezzlement

Identity theft / Fraud / Embezzlement

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Citibank	MA	02644	Older American	N/A
Capital One	ID	83854		N/A
Synchrony Financial	CA	91744		N/A
Synchrony Financial	UT	84105		N/A
JPMorgan Chase & Co.	MD	21140		N/A
Capital One	MA	02169		N/A
Capital One	OH	45830		N/A
Citibank	TX	78660		N/A
Capital One	IL	60030		N/A
Citibank	NM	87123		N/A
Discover	CA	91710		N/A
U.S. Bancorp	NY	14213		N/A
Citibank	WA	98682		N/A
Capital One	CO	80211		N/A
Capital One	CA	91604		N/A
Amex	CO	80211		N/A
Citibank	FL	32615	Older American	N/A
Wells Fargo & Company	KY	40701		N/A
Wells Fargo & Company	NY	10591		N/A
JPMorgan Chase & Co.	NY	10591		N/A
Amex	FL	33071		N/A
Citibank	TX	75025	Older American	N/A

Credit Card Complaints

Based on Consumer Complaints

Web	08/15/2014	Closed with explanation	Yes	No
Web	08/22/2014	Closed with monetary relief	Yes	No
Phone	08/21/2014	Closed with explanation	Yes	No
Web	09/03/2014	Closed with explanation	Yes	Yes
Referral	08/15/2014	Closed with monetary relief	Yes	No
Web	08/13/2014	Closed with explanation	Yes	No
Web	09/03/2014	Closed with explanation	Yes	No
Web	09/18/2014	Closed with explanation	Yes	No
Web	09/12/2014	Closed with monetary relief	Yes	No
Web	08/18/2014	Closed with monetary relief	Yes	No
Web	08/22/2014	Closed with explanation	Yes	No
Referral	08/18/2014	Closed with explanation	Yes	No
Web	08/22/2014	Closed with non-monetary relief	Yes	No
Web	08/21/2014	Closed with non-monetary relief	Yes	No
Web	08/13/2014	Closed with explanation	Yes	Yes
Web	08/18/2014	Closed with explanation	Yes	Yes
Phone	09/11/2014	Closed with non-monetary relief	Yes	No
Web	08/28/2014	Closed with monetary relief	Yes	No
Phone	09/09/2014	Closed with explanation	Yes	No
Phone	09/11/2014	Closed with explanation	Yes	No
Web	08/19/2014	Closed with explanation	Yes	No
Web	08/19/2014	Closed with explanation	Yes	Yes

Credit Card Complaints

Based on Consumer Complaints

983346

996387

989338

1004816

981674

982338

1002956

981764

1025962

989453

997852

982401

997933

988673

982495

988674

1018932

1005621

1019852

1018882

990288

990079

Credit Card Complaints

Based on Consumer Complaints

08/19/2014	Credit card
08/19/2014	Credit card
08/13/2014	Credit card
08/28/2014	Credit card
09/12/2014	Credit card
09/03/2014	Credit card
09/12/2014	Credit card
09/03/2014	Credit card
09/12/2014	Credit card
09/03/2014	Credit card
08/19/2014	Credit card
08/19/2014	Credit card
09/12/2014	Credit card
08/28/2014	Credit card
09/09/2014	Credit card
09/09/2014	Credit card
09/12/2014	Credit card
08/19/2014	Credit card
09/17/2014	Credit card
09/12/2014	Credit card
09/09/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Balance transfer

Billing disputes

Billing disputes

Billing disputes

Payoff process

Delinquent account

Other

Transaction issue

Other

Closing/Cancelling account

Late fee

Rewards

Transaction issue

Identity theft / Fraud / Embezzlement

Billing disputes

Closing/Cancelling account

Delinquent account

Delinquent account

Credit card protection / Debt protection

Billing statement

Identity theft / Fraud / Embezzlement

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Wells Fargo & Company	CA	90503		N/A
JPMorgan Chase & Co.	NY	10024	Older American	N/A
Amex	GA	30236		N/A
Wells Fargo & Company	WA	98597		N/A
Barclays PLC	CA	92604		N/A
Kirschenbaum & Phillips P.C	NY	11223		N/A
Capital One	IA	52353		N/A
Bank of America	TN	37115		N/A
Synchrony Financial	FL	34481		N/A
Amex	CA	95448		N/A
Synchrony Financial	CA	94912		N/A
Citibank	OH	44124	Servicemember	N/A
Synchrony Financial	MO	63385		N/A
Capital One	PA	19057		N/A
JPMorgan Chase & Co.	CA	90034		N/A
Citibank	NV	89130		N/A
Discover	IL	61111		N/A
Amex	IL	60657		N/A
Amex	LA	70118		N/A
Capital One	CA	94115		N/A
Bank of America	NV	89074		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	08/19/2014	Closed with monetary relief	Yes	No
Web	08/21/2014	Closed with explanation	Yes	Yes
Referral	08/15/2014	Closed with explanation	Yes	Yes
Web	08/28/2014	Closed with explanation	Yes	Yes
Web	09/12/2014	Closed with monetary relief	Yes	No
Web	09/08/2014	Closed with explanation	Yes	No
Referral	09/17/2014	Closed with explanation	Yes	No
Web	09/03/2014	Closed with monetary relief	Yes	Yes
Referral	09/17/2014	Closed with explanation	Yes	Yes
Web	09/05/2014	Closed with explanation	Yes	No
Referral	08/21/2014	Closed with monetary relief	Yes	No
Postal mail	09/29/2014	Closed with monetary relief	Yes	No
Web	09/12/2014	Closed with explanation	Yes	No
Postal mail	09/03/2014	Closed with explanation	Yes	No
Web	09/09/2014	Closed with explanation	Yes	No
Web	09/09/2014	Closed with explanation	Yes	Yes
Web	09/12/2014	Closed with explanation	Yes	Yes
Web	08/19/2014	Closed with explanation	Yes	No
Web	09/17/2014	Closed with explanation	Yes	No
Web	09/12/2014	Closed with explanation	Yes	No
Web	09/11/2014	Closed with explanation	Yes	Yes

Credit Card Complaints

Based on Consumer Complaints

990294

989865

983106

1005709

1026254

1012389

1026407

1012460

1026459

1012560

991166

989949

1026546

1005838

1019878

1019926

1026709

990769

1032912

1026928

1021312

Credit Card Complaints

Based on Consumer Complaints

09/17/2014	Credit card
09/09/2014	Credit card
09/09/2014	Credit card
09/09/2014	Credit card
09/12/2014	Credit card
09/09/2014	Credit card
09/17/2014	Credit card
09/13/2014	Credit card
09/13/2014	Credit card
09/13/2014	Credit card
09/17/2014	Credit card
09/13/2014	Credit card
09/13/2014	Credit card
09/13/2014	Credit card
09/14/2014	Credit card
09/14/2014	Credit card
09/18/2014	Credit card
09/14/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Other

Forbearance / Workout plans

Credit card protection / Debt protection

Other

Identity theft / Fraud / Embezzlement

Billing disputes

Other fee

Billing disputes

Billing disputes

Closing/Cancelling account

Identity theft / Fraud / Embezzlement

Transaction issue

Identity theft / Fraud / Embezzlement

Balance transfer

Other

Unsolicited issuance of credit card

Late fee

Billing disputes

Billing disputes

Identity theft / Fraud / Embezzlement

Billing disputes

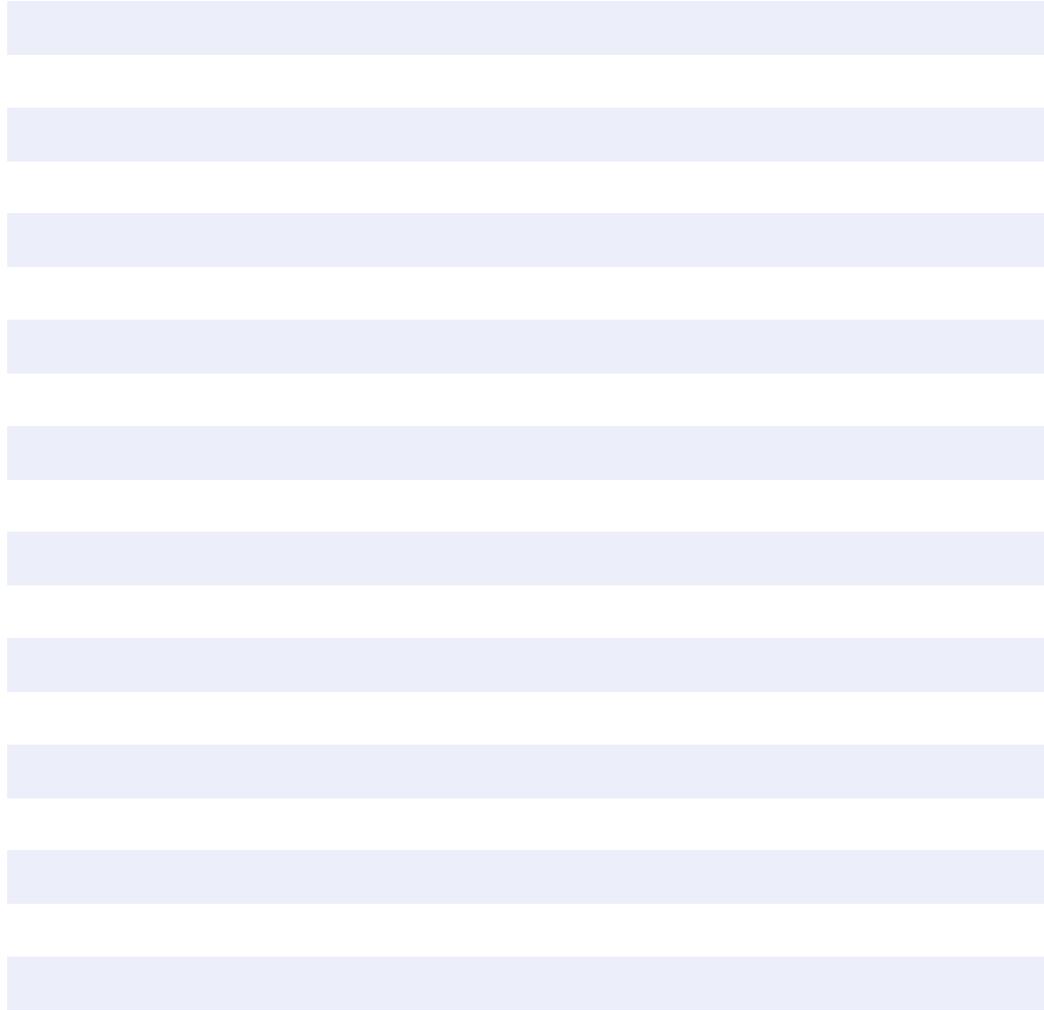
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

U.S. Bancorp	WA	98229	Older American	N/A
Wells Fargo & Company	OH	44145		N/A
Citibank				N/A
Discover	PA	18049		N/A
Amex	AL	36093		N/A
PayPal Holdings, Inc.	PA	17349		N/A
JPMorgan Chase & Co.	CA	94545		N/A
Citibank	MD	21740		N/A
PayPal Holdings, Inc.	NJ	07731		N/A
Discover	TX	77069		N/A
Capital One	GA	30290		N/A
Capital One	TX	75063		N/A
Comerica	CA	90062		N/A
Bank of America	MD	20769		N/A
HSBC North America Holdings Inc.	FL	33993		N/A
Discover	FL	33004		N/A
JPMorgan Chase & Co.	NY	10031		N/A
JPMorgan Chase & Co.	CT	06119		N/A
Synchrony Financial	IA	50023		N/A
Wells Fargo & Company	NY	10014	Older American	N/A
HSBC North America Holdings Inc.	WI	54656	Servicemember	N/A

Credit Card Complaints

Based on Consumer Complaints

Web	09/22/2014	Closed with explanation	Yes	No
Postal mail	09/11/2014	Closed with explanation	Yes	No
Web	09/11/2014	Closed with explanation	Yes	No
Referral	09/12/2014	Closed with explanation	Yes	No
Referral	09/17/2014	Closed with explanation	Yes	Yes
Phone	09/12/2014	Closed with explanation	Yes	Yes
Web	09/22/2014	Closed with explanation	Yes	No
Web	09/13/2014	Closed with explanation	Yes	No
Web	09/18/2014	Closed with monetary relief	Yes	No
Web	09/13/2014	Closed with explanation	Yes	Yes
Referral	09/23/2014	Closed with explanation	Yes	No
Web	09/13/2014	Closed with monetary relief	Yes	No
Web	09/13/2014	Closed with monetary relief	Yes	No
Web	09/13/2014	Closed with explanation	Yes	No
Web	09/18/2014	Closed with explanation	Yes	No
Web	09/14/2014	Closed with explanation	Yes	No
Web	09/18/2014	Closed with explanation	Yes	No
Web	09/14/2014	Closed with explanation	Yes	No
Web	09/18/2014	Closed with monetary relief	Yes	No
Web	09/14/2014	Closed with explanation	Yes	Yes
Web	09/14/2014	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

1032964

1020170

1020248

1021029

1027172

1020350

1033247

1027719

1027762

1027846

1033384

1027818

1027822

1027829

1028061

1027939

1035569

1027963

1027968

1028020

1027997

Credit Card Complaints

Based on Consumer Complaints

09/18/2014	Credit card
09/15/2014	Credit card
09/18/2014	Credit card
09/09/2014	Credit card
09/09/2014	Credit card
09/18/2014	Credit card
09/18/2014	Credit card
09/03/2014	Credit card
09/04/2014	Credit card
09/15/2014	Credit card
09/24/2014	Credit card
09/15/2014	Credit card
09/04/2014	Credit card
09/04/2014	Credit card
09/18/2014	Credit card
09/19/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Late fee

Late fee

Billing disputes

Delinquent account

Other

Billing disputes

Other fee

Payoff process

Closing/Cancelling account

Credit line increase/decrease

Late fee

Credit card protection / Debt protection

Billing disputes

Billing disputes

Closing/Cancelling account

Customer service / Customer relations

Closing/Cancelling account

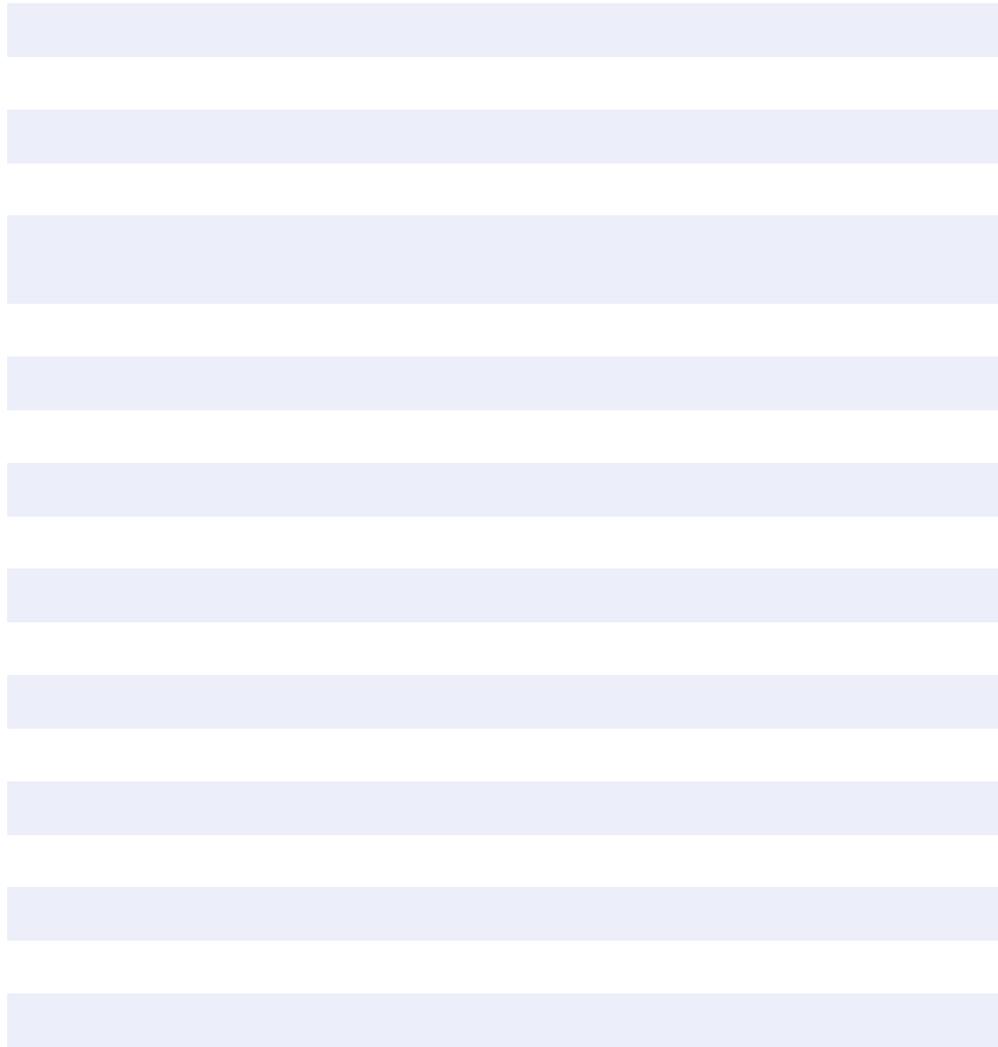
Customer service / Customer relations

Billing disputes

Rewards

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Citibank	VA	23223		N/A
JPMorgan Chase & Co.	VA	20190		N/A
Bank of America	MA	01915		N/A
Resurgent Capital Services L.P.	WV	26101	Servicemember	N/A
Capital One	OH	44001		N/A
Wells Fargo & Company	WY	82009	Older American, Servicemember	N/A
Citibank	NY	10003		N/A
Alliant Capital Management LLC	NV	89031		N/A
Bank of America	OR	97038	Older American	N/A
Capital One	NV	89423		N/A
Wells Fargo & Company	CA	90291		N/A
Citibank	MA	02169		N/A
Capital One	TX	75771		N/A
Bank of America	FL	33586		N/A
Bank of America	PA	18901		N/A
Bank of America	OH	44720	Older American	N/A
Amex	TX	77242		N/A
Capital One	NY	10977		N/A
Bank of America	WA	98116		N/A
Citibank	NJ	07456		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	09/18/2014	Closed with monetary relief	Yes	No
Web	09/15/2014	Closed with explanation	Yes	No
Web	09/18/2014	Closed with non-monetary relief	Yes	No
Web	09/24/2014	Closed with explanation	Yes	No
Web	09/18/2014	Closed with non-monetary relief	Yes	No
Phone	09/24/2014	Closed with explanation	Yes	Yes
Web	09/18/2014	Closed with monetary relief	Yes	Yes
Web	09/12/2014	Closed with explanation	Yes	No
Web	09/09/2014	Closed with explanation	Yes	Yes
Web	09/18/2014	Closed with explanation	Yes	No
Web	09/19/2014	Closed with explanation	Yes	No
Web	09/03/2014	Closed with explanation	Yes	No
Web	09/04/2014	Closed with monetary relief	Yes	No
Postal mail	10/24/2014	Closed with explanation	Yes	No
Postal mail	10/01/2014	Closed with non-monetary relief	Yes	No
Web	09/18/2014	Closed	Yes	No
Web	09/09/2014	Closed with explanation	Yes	Yes
Web	09/04/2014	Closed with explanation	Yes	Yes
Referral	09/24/2014	Closed with non-monetary relief	Yes	Yes
Referral	09/25/2014	Closed with monetary relief	Yes	No

Credit Card Complaints

Based on Consumer Complaints

1034194

1029648

1034238

1034247

1034521

1035887

1034773

1020397

1020461

1035381

1035398

1012821

1015100

1028244

1043033

1029738

1015098

1015320

1035508

1036176

Credit Card Complaints

Based on Consumer Complaints

09/09/2014	Credit card
09/24/2014	Credit card
09/24/2014	Credit card
09/19/2014	Credit card
09/24/2014	Credit card
09/30/2014	Credit card
09/04/2014	Credit card
09/30/2014	Credit card
09/09/2014	Credit card
09/24/2014	Credit card
09/09/2014	Credit card
09/09/2014	Credit card
09/24/2014	Credit card
09/24/2014	Credit card
09/19/2014	Credit card
09/30/2014	Credit card
09/19/2014	Credit card
09/30/2014	Credit card
09/15/2014	Credit card
09/30/2014	Credit card
09/04/2014	Credit card
09/30/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Identity theft / Fraud / Embezzlement

APR or interest rate

Credit determination

Other

Application processing delay

Billing disputes

Billing disputes

APR or interest rate

Identity theft / Fraud / Embezzlement

Delinquent account

Billing statement

Billing disputes

Identity theft / Fraud / Embezzlement

Payoff process

APR or interest rate

Rewards

Advertising and marketing

Credit card protection / Debt protection

Billing disputes

Balance transfer

Late fee

APR or interest rate

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Comerica	IL	62221		N/A
Synchrony Financial	TN	37917	Older American	N/A
Synchrony Financial	PA	18944		N/A
Citibank	NY	33762		N/A
Amex	CA	94403		N/A
Synchrony Financial	CT	06810		N/A
Capital One	NJ	08810		N/A
Capital One	OH	44428		N/A
Citibank	NY	12586		N/A
USAA Savings	TX	77479		N/A
Citibank	NE	68516	Older American	N/A
Bank of America	MD	20895		N/A
Capital One	GA	30306		N/A
PayPal Holdings, Inc.	GA	30730		N/A
Citibank	CA	92114	Older American	N/A
Bank of America	CA	93011		N/A
Amex	TX	77077		N/A
Synchrony Financial	OH	43616		N/A
Citibank	DC	20012		N/A
FirstBank of Puerto Rico	CA	92223		N/A
Synchrony Financial	WI	53207		N/A
Synchrony Financial	FL	32757		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	09/09/2014	Closed with explanation	Yes	No
Phone	10/01/2014	Closed with monetary relief	Yes	No
Web	09/24/2014	Closed with explanation	Yes	No
Web	09/19/2014	Closed with explanation	Yes	Yes
Web	09/24/2014	Closed with non-monetary relief	Yes	No
Web	10/03/2014	Closed with monetary relief	Yes	No
Web	09/04/2014	Closed with monetary relief	Yes	No
Web	09/30/2014	Closed with explanation	Yes	No
Postal mail	09/12/2014	Closed with monetary relief	Yes	No
Web	10/01/2014	Closed with explanation	Yes	No
Web	09/12/2014	Closed with monetary relief	Yes	Yes
Postal mail	09/12/2014	Closed with explanation	Yes	Yes
Web	09/24/2014	Closed with explanation	Yes	No
Web	09/24/2014	Closed with monetary relief	Yes	No
Postal mail	09/25/2014	Closed with explanation	Yes	Yes
Fax	10/06/2014	Closed with explanation	Yes	Yes
Web	09/19/2014	Closed with explanation	Yes	No
Web	10/06/2014	Closed with non-monetary relief	Yes	No
Web	09/18/2014	Closed with explanation	Yes	No
Web	10/03/2014	Closed with explanation	Yes	No
Referral	09/09/2014	Closed with explanation	Yes	No
Web	09/30/2014	Closed with monetary relief	Yes	No

Credit Card Complaints

Based on Consumer Complaints

1020703

1043156

1043183

1036261

1043259

1050815

1013845

1050835

1020872

1043652

1021244

1020973

1043473

1042162

1035955

1051007

1036481

1050590

1028727

1051131

1014116

1051160

Credit Card Complaints

Based on Consumer Complaints

09/30/2014	Credit card
09/19/2014	Credit card
09/19/2014	Credit card
09/19/2014	Credit card
09/04/2014	Credit card
09/25/2014	Credit card
09/15/2014	Credit card
09/04/2014	Credit card
09/15/2014	Credit card
09/30/2014	Credit card
09/30/2014	Credit card
09/04/2014	Credit card
10/03/2014	Credit card
09/10/2014	Credit card
09/25/2014	Credit card
09/10/2014	Credit card
10/04/2014	Credit card
09/04/2014	Credit card
09/15/2014	Credit card
10/04/2014	Credit card
10/04/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Other

Other

APR or interest rate

Closing/Cancelling account

Identity theft / Fraud / Embezzlement

Billing statement

Billing statement

Other

Credit determination

Other

Identity theft / Fraud / Embezzlement

Billing disputes

Rewards

Closing/Cancelling account

Other

Credit determination

Other fee

Other

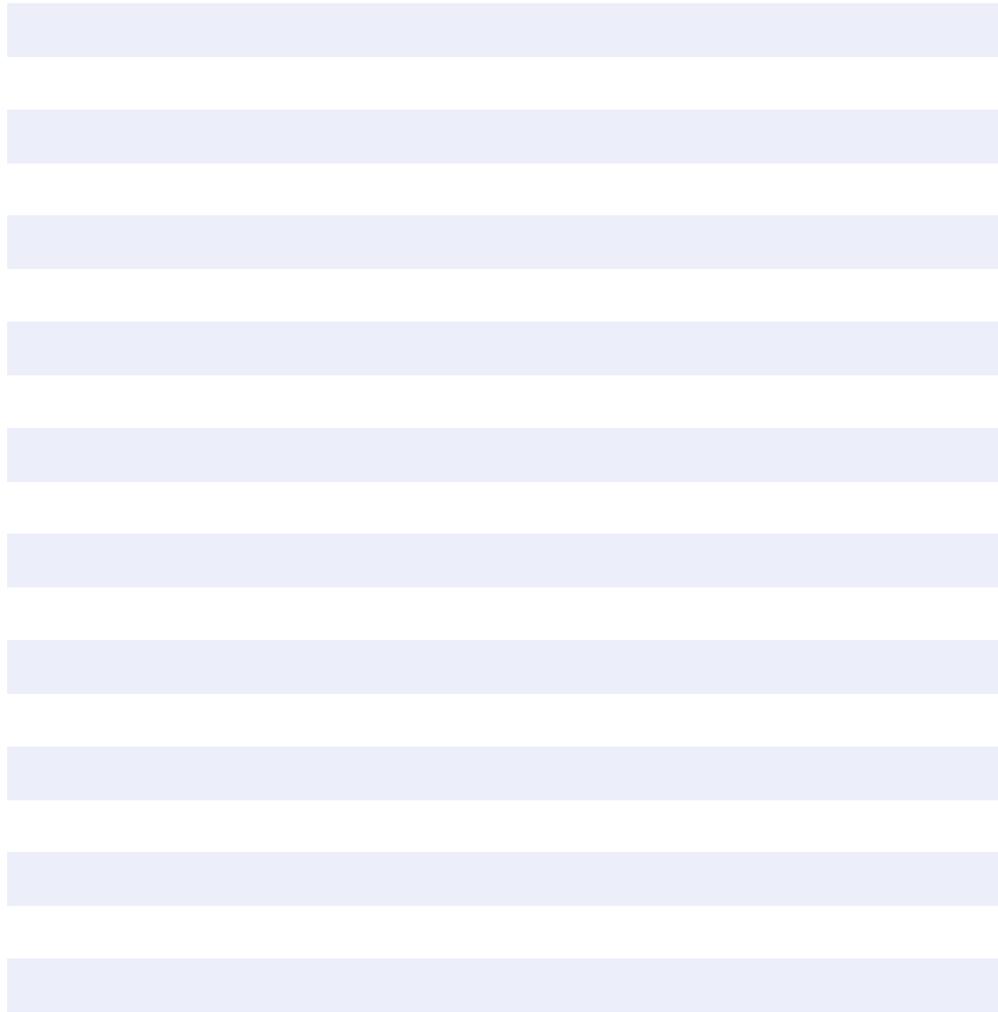
Billing disputes

Balance transfer fee

Billing disputes

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	NJ	08360		N/A
Citibank	NJ	07726		N/A
Citibank	DE	19904		N/A
Citizens Financial Group, Inc.	PA	19063		N/A
Wells Fargo & Company	OH	44072		N/A
Regions Financial Corporation	OH	43612		N/A
Discover	CO	80020		N/A
Discover	MI	48327		N/A
JPMorgan Chase & Co.	NY	10524		N/A
HSBC North America Holdings Inc.	PA	18940		N/A
Capital One	IL	60601		N/A
SunTrust Banks, Inc.	CO	80231		N/A
Amex	FL	33102	Older American	N/A
Citibank	MD	21234		N/A
Synchrony Financial	AZ	85718		N/A
Capital One	MI	48170		N/A
Citibank	FL	32780		N/A
JPMorgan Chase & Co.	CA	92646		N/A
Synchrony Financial	NV	89451		N/A
JPMorgan Chase & Co.				N/A
JPMorgan Chase & Co.	VA	22963		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	09/30/2014	Closed with explanation	Yes	Yes
Referral	09/25/2014	Closed with explanation	Yes	Yes
Referral	09/22/2014	Closed with explanation	Yes	No
Referral	09/25/2014	Closed with explanation	Yes	Yes
Referral	09/09/2014	Closed with non-monetary relief	Yes	No
Web	10/07/2014	Closed with monetary relief	Yes	No
Web	09/18/2014	Closed with explanation	Yes	No
Web	09/04/2014	Closed with explanation	Yes	No
Web	09/15/2014	Closed with explanation	Yes	No
Referral	10/06/2014	Closed with explanation	Yes	Yes
Web	09/30/2014	Closed with monetary relief	Yes	No
Referral	09/09/2014	Closed	Yes	No
Referral	10/09/2014	Closed with non-monetary relief	Yes	No
Postal mail	09/12/2014	Closed with explanation	Yes	No
Referral	10/01/2014	Closed with explanation	Yes	No
Web	09/10/2014	Closed with non-monetary relief	Yes	No
Web	10/04/2014	Closed with monetary relief	Yes	No
Postal mail	09/09/2014	Closed with explanation	Yes	No
Web	09/19/2014	Closed with explanation	Yes	No
Web	10/04/2014	Closed with explanation	Yes	No
Web	10/04/2014	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

1051170

1035912

1036592

1036594

1014165

1044071

1029608

1014227

1028951

1050553

1051311

1015166

1057752

1022137

1044157

1022163

1058238

1014365

1029104

1058303

1058304

Credit Card Complaints

Based on Consumer Complaints

10/04/2014	Credit card
09/10/2014	Credit card
09/15/2014	Credit card
09/04/2014	Credit card
09/30/2014	Credit card
10/04/2014	Credit card
09/04/2014	Credit card
09/04/2014	Credit card
10/04/2014	Credit card
09/04/2014	Credit card
10/05/2014	Credit card
09/04/2014	Credit card
09/04/2014	Credit card
10/05/2014	Credit card
09/10/2014	Credit card
09/10/2014	Credit card
10/05/2014	Credit card
09/10/2014	Credit card
09/19/2014	Credit card
09/10/2014	Credit card
09/19/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Billing disputes

Other

Transaction issue

Identity theft / Fraud / Embezzlement

Identity theft / Fraud / Embezzlement

Late fee

Other fee

Billing disputes

Billing disputes

Closing/Cancelling account

Closing/Cancelling account

Billing disputes

Closing/Cancelling account

Billing disputes

Rewards

Rewards

Billing disputes

Payoff process

Billing disputes

Delinquent account

Closing/Cancelling account

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Synchrony Financial	ME	04401	N/A
Encore Capital Group	TX	75023	N/A
Bank of America	FL	32034	N/A
Bank of America	MN	55807	N/A
Citibank	CA	93451	N/A
Synchrony Financial	AZ	85303	N/A
U.S. Bancorp	SC	29907	N/A
Capital One	CA	91436	N/A
Synchrony Financial	CA	91342	N/A
Capital One	MA	01730	N/A
Synchrony Financial	AZ	85353	N/A
Capital One	PA	17070	N/A
Bank of America	VA	23113	N/A
Amex	CA	95476	N/A
Bank of America	PA	19123	N/A
Citibank	WI	54952	N/A
Citibank	CA	91205	N/A
Capital One	ID	83816	N/A
U.S. Bancorp	CA	95816	N/A
Citibank	ND	58501	N/A
PNC Bank N.A.	FL	33647	N/A

Credit Card Complaints

Based on Consumer Complaints

Web	10/09/2014	Closed with monetary relief	Yes	No
Web	09/15/2014	Closed with explanation	Yes	Yes
Referral	09/19/2014	Closed with monetary relief	Yes	No
Web	09/04/2014	Closed with explanation	Yes	Yes
Web	09/30/2014	Closed with explanation	Yes	No
Web	10/09/2014	Closed with monetary relief	Yes	No
Web	09/04/2014	Closed with explanation	Yes	Yes
Referral	09/09/2014	Closed with monetary relief	Yes	No
Web	10/04/2014	Closed with monetary relief	Yes	No
Web	09/04/2014	Closed with explanation	Yes	No
Web	10/09/2014	Closed with explanation	Yes	No
Web	09/04/2014	Closed with explanation	Yes	No
Web	09/04/2014	Closed with explanation	Yes	No
Web	10/05/2014	Closed with non-monetary relief	Yes	No
Referral	09/15/2014	Closed with monetary relief	Yes	No
Referral	09/16/2014	Closed with monetary relief	Yes	Yes
Web	10/10/2014	Closed with explanation	Yes	No
Web	09/10/2014	Closed with explanation	Yes	No
Web	09/19/2014	Closed with monetary relief	Yes	No
Referral	09/15/2014	Closed with non-monetary relief	Yes	No
Web	09/19/2014	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

1058319

1023549

1029487

1014481

1051561

1058380

1014509

1015242

1058419

1014559

1058506

1014578

1014603

1058640

1022470

1022471

1058591

1022489

1037087

1023243

1035975

Credit Card Complaints

Based on Consumer Complaints

09/10/2014	Credit card
10/06/2014	Credit card
10/09/2014	Credit card
09/19/2014	Credit card
09/04/2014	Credit card
09/30/2014	Credit card
09/30/2014	Credit card
09/19/2014	Credit card
10/10/2014	Credit card
10/10/2014	Credit card
09/30/2014	Credit card
09/25/2014	Credit card
09/15/2014	Credit card
09/19/2014	Credit card
10/06/2014	Credit card
09/16/2014	Credit card
09/19/2014	Credit card
09/16/2014	Credit card
09/04/2014	Credit card
09/16/2014	Credit card
09/16/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Billing disputes

Advertising and marketing

APR or interest rate

Other fee

Billing disputes

Other fee

Other

Rewards

Credit determination

Credit line increase/decrease

Billing disputes

Closing/Cancelling account

Billing disputes

Other

Billing disputes

Identity theft / Fraud / Embezzlement

Customer service / Customer relations

Billing statement

Other

Credit card protection / Debt protection

Rewards

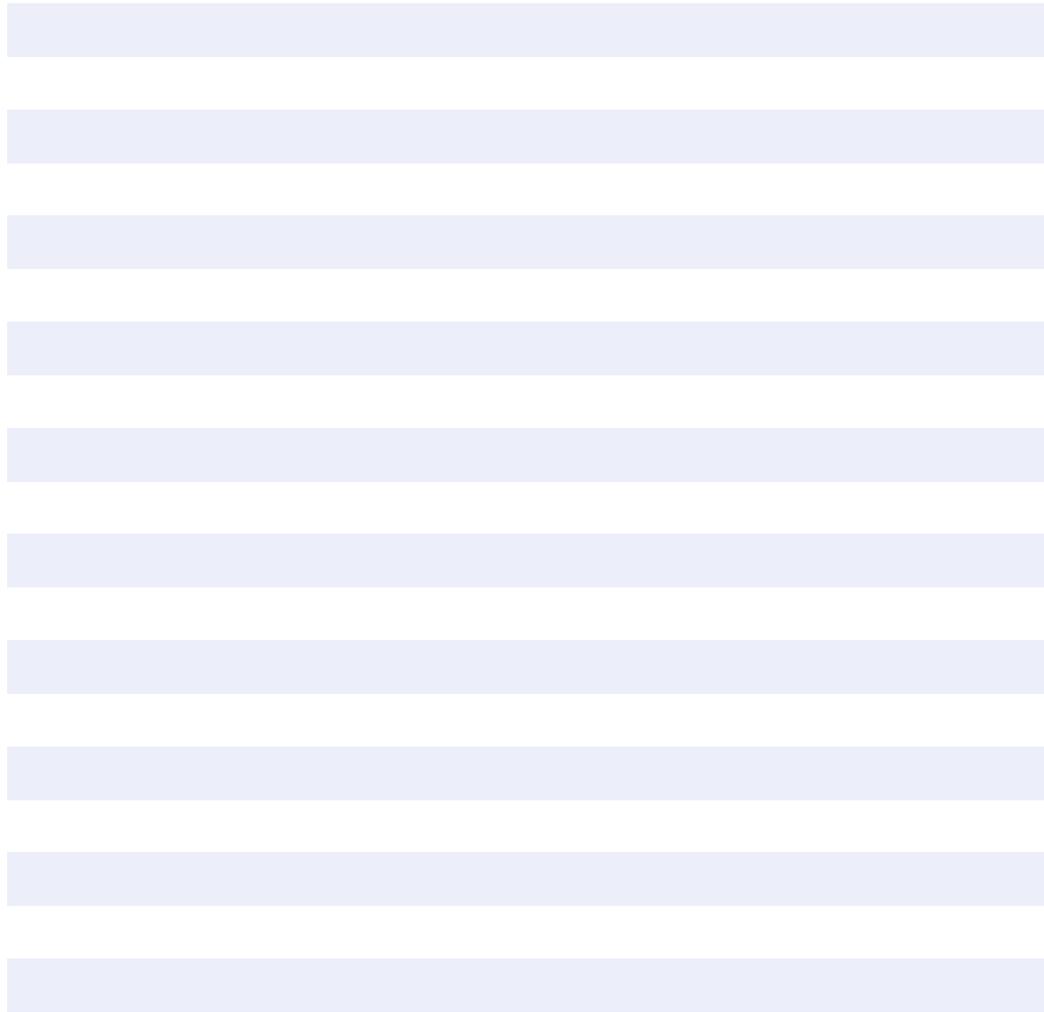
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	NY	12561		N/A
JPMorgan Chase & Co.	NY	10016		N/A
JPMorgan Chase & Co.	IL	60641		N/A
Capital One	FL	33160		N/A
Capital One	KY	40701		N/A
JPMorgan Chase & Co.	GA	30092		N/A
TD Bank US Holding Company	NY	10453		N/A
Bank of America	CA	94555		N/A
Citibank	AZ	85226	Older American	N/A
Citibank	OH	44012		N/A
Synchrony Financial	NY	12308		N/A
Amex	CA	91502		N/A
Capital One	NJ	07604		N/A
Citibank	CA	90004		N/A
Discover	NY	11367		N/A
Amex	SC	29640		N/A
Barclays PLC	GA	31210		N/A
Wells Fargo & Company	LA	70433		N/A
Citibank	CT	06082		N/A
Citibank	PR	00949		N/A
Discover	AZ	85375		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	09/15/2014	Closed with monetary relief	Yes	No
Web	10/06/2014	Closed with explanation	Yes	No
Web	10/09/2014	Closed with non-monetary relief	Yes	No
Web	09/19/2014	Closed with monetary relief	Yes	No
Web	09/09/2014	Closed with explanation	Yes	No
Web	09/30/2014	Closed with monetary relief	Yes	No
Referral	10/06/2014	Closed with explanation	Yes	No
Web	09/19/2014	Closed with explanation	Yes	No
Web	10/10/2014	Closed with non-monetary relief	Yes	No
Web	10/10/2014	Closed with explanation	Yes	Yes
Web	10/06/2014	Closed with non-monetary relief	Yes	No
Web	10/01/2014	Closed with non-monetary relief	Yes	No
Web	09/15/2014	Closed with explanation	Yes	No
Web	09/19/2014	Closed with explanation	Yes	Yes
Phone	10/09/2014	Closed with monetary relief	Yes	No
Web	09/19/2014	Closed with non-monetary relief	Yes	No
Web	09/20/2014	Closed with monetary relief	Yes	No
Web	09/19/2014	Closed with explanation	Yes	No
Web	09/10/2014	Closed with non-monetary relief	Yes	No
Web	09/19/2014	Closed with explanation	Yes	Yes
Web	09/16/2014	Closed with monetary relief	Yes	No

Credit Card Complaints

Based on Consumer Complaints

1022522

1058883

1065852

1037119

1014734

1051842

1052095

1037228

1066528

1066533

1051932

1045887

1028986

1037262

1059089

1031472

1037725

1030189

1014938

1029994

1030081

Credit Card Complaints

Based on Consumer Complaints

10/01/2014	Credit card
10/10/2014	Credit card
09/21/2014	Credit card
09/21/2014	Credit card
10/06/2014	Credit card
10/01/2014	Credit card
09/16/2014	Credit card
10/06/2014	Credit card
10/01/2014	Credit card
10/10/2014	Credit card
10/06/2014	Credit card
10/10/2014	Credit card
10/06/2014	Credit card
10/10/2014	Credit card
10/06/2014	Credit card
10/10/2014	Credit card
10/01/2014	Credit card
10/01/2014	Credit card
09/25/2014	Credit card
09/21/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Credit line increase/decrease

Customer service / Customer relations

Late fee

Closing/Cancelling account

Late fee

Other

Credit determination

Advertising and marketing

Transaction issue

Billing disputes

Billing disputes

Billing disputes

Billing disputes

Billing disputes

Billing statement

Delinquent account

Billing disputes

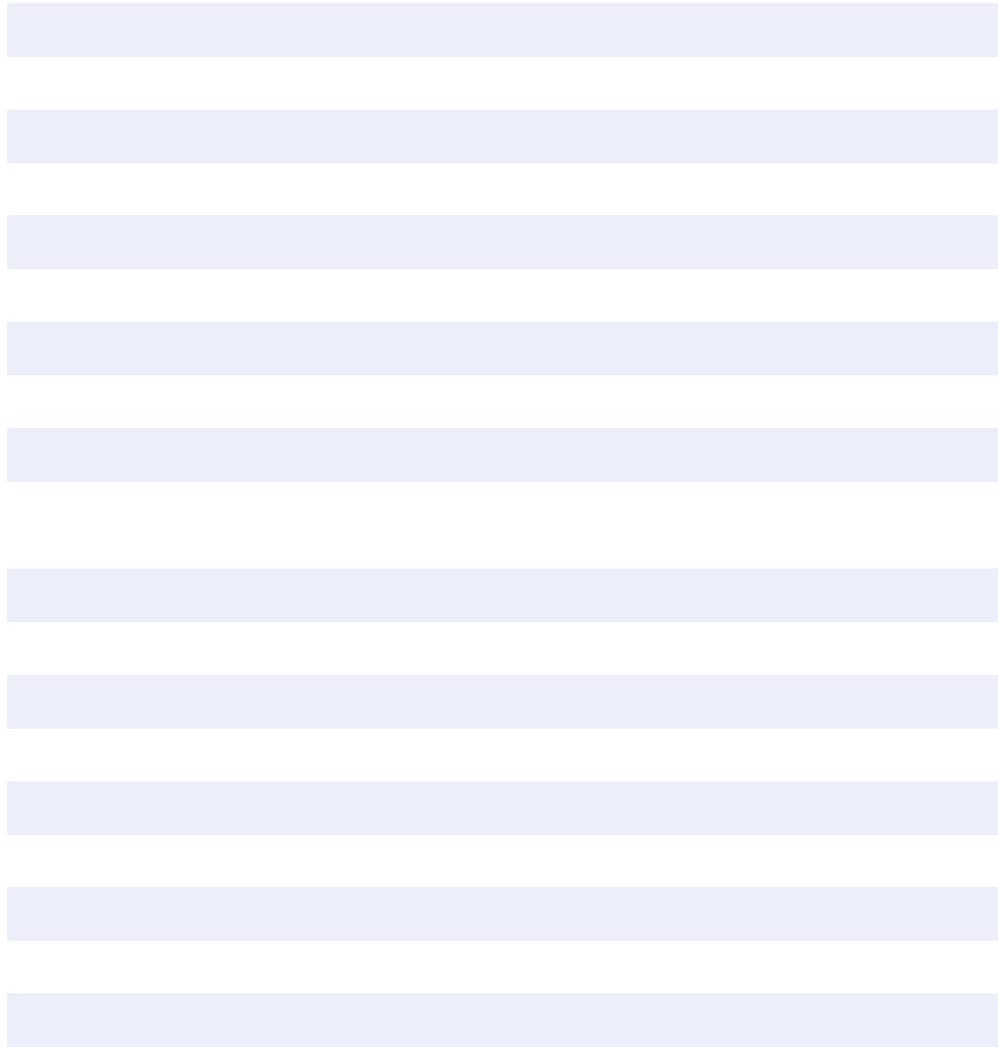
Rewards

Closing/Cancelling account

Billing disputes

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	CA	93001		N/A
Bank of America	NJ	07307		N/A
Amex	UT	84098		N/A
Capital One	OK	74006		N/A
USAA Savings	DE	19977		N/A
Fifth Third Financial Corporation	TN	37178		N/A
Capital One	NM	87410		N/A
Capital One	NC	27522		N/A
Citibank	GA	30120	Older American	N/A
Citibank	NY	10025	Older American	N/A
Citibank	DC	20004	Older American, Servicemember	N/A
Wells Fargo & Company	CA	94590	Older American	N/A
Capital One	NY	11733		N/A
U.S. Bancorp	TN	37921	Older American	N/A
Bank of America	FL	33180		N/A
JPMorgan Chase & Co.	DC	20036		N/A
Citibank	TX	75137		N/A
Wells Fargo & Company	AZ	85225		N/A
Wells Fargo & Company	FL	33811		N/A
Citibank	RI	02865		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	10/01/2014	Closed with explanation	Yes	No
Web	10/16/2014	Closed with monetary relief	Yes	No
Web	09/21/2014	Closed with monetary relief	Yes	No
Web	09/21/2014	Closed with monetary relief	Yes	No
Referral	10/09/2014	Closed with monetary relief	Yes	No
Web	10/01/2014	Closed with explanation	Yes	No
Web	09/24/2014	Closed with explanation	Yes	No
Referral	10/10/2014	Closed with explanation	Yes	No
Web	10/07/2014	Closed with monetary relief	Yes	No
Postal mail	10/20/2014	Closed with explanation	Yes	No
Postal mail	10/10/2014	Closed with non-monetary relief	Yes	No
Phone	10/16/2014	Closed with explanation	Yes	Yes
Web	10/06/2014	Closed with explanation	Yes	No
Web	10/10/2014	Closed with explanation	Yes	No
Web	10/06/2014	Closed with explanation	Yes	No
Web	10/10/2014	Closed with explanation	Yes	No
Web	10/01/2014	Closed with explanation	Yes	Yes
Referral	10/07/2014	Closed with explanation	Yes	Yes
Referral	10/02/2014	Closed with explanation	Yes	No
Web	09/21/2014	Closed with monetary relief	Yes	No

Credit Card Complaints

Based on Consumer Complaints

1052750

1066363

1038012

1038023

1059401

1052886

1031476

1059579

1053060

1066230

1058649

1066311

1059925

1066338

1058729

1067662

1053188

1053236

1045730

1038083

Credit Card Complaints

Based on Consumer Complaints

09/25/2014	Credit card
09/25/2014	Credit card
09/21/2014	Credit card
09/21/2014	Credit card
09/21/2014	Credit card
09/22/2014	Credit card
09/22/2014	Credit card
10/01/2014	Credit card
10/01/2014	Credit card
09/22/2014	Credit card
10/01/2014	Credit card
09/26/2014	Credit card
09/22/2014	Credit card
09/16/2014	Credit card
09/26/2014	Credit card
10/11/2014	Credit card
09/26/2014	Credit card
10/13/2014	Credit card
09/26/2014	Credit card
10/07/2014	Credit card
09/16/2014	Credit card
10/07/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Other fee

Credit determination

Other

Billing disputes

Delinquent account

Transaction issue

Closing/Cancelling account

Other

Credit line increase/decrease

Closing/Cancelling account

Advertising and marketing

Payoff process

Transaction issue

Billing disputes

Identity theft / Fraud / Embezzlement

Convenience checks

Transaction issue

Billing disputes

Other

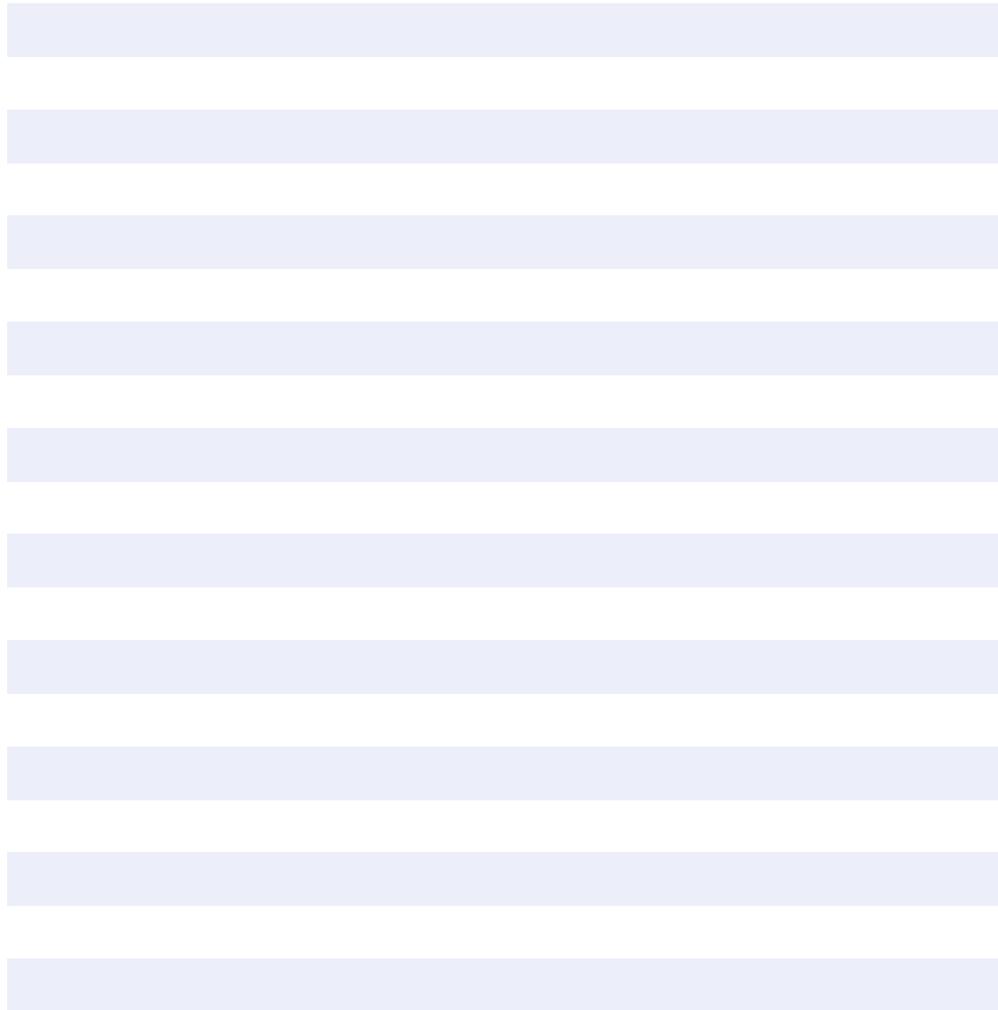
Unsolicited issuance of credit card

Advertising and marketing

Billing disputes

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Capital One	RI	02921	Older American	N/A
Citibank	MO	63050		N/A
Barclays PLC	MA	02333		N/A
Amex				N/A
JPMorgan Chase & Co.	TX	78255	Servicemember	N/A
Synchrony Financial	MO	65616	Older American	N/A
JPMorgan Chase & Co.	VA	20177		N/A
Capital One	IN	46619	Older American	N/A
Synchrony Financial	FL	33777		N/A
Capital One	NH	03275		N/A
Discover	TN	38401	Servicemember	N/A
USAA Savings	ID	83704		N/A
PayPal Holdings, Inc.	IL	60402		N/A
Wells Fargo & Company	PA	19053		N/A
Citizens Financial Group, Inc.	FL	33442		N/A
Navy FCU	AL	35022		N/A
Capital One	CT	06074		N/A
Amex	NV	89135		N/A
HSBC North America Holdings Inc.	NY	14559		N/A
U.S. Bancorp	NY	10003		N/A
Amex	CO	81001		N/A
Citibank	FL	34748	Older American,	N/A

Credit Card Complaints

Based on Consumer Complaints

Phone	10/01/2014	Closed with monetary relief	Yes	Yes
Postal mail	10/01/2014	Closed with explanation	Yes	Yes
Web	09/26/2014	Closed with monetary relief	Yes	Yes
Web	09/24/2014	Closed with explanation	Yes	Yes
Web	09/21/2014	Closed with explanation	Yes	Yes
Web	09/22/2014	Closed with monetary relief	Yes	Yes
Web	09/22/2014	Closed with explanation	Yes	Yes
Phone	10/07/2014	Closed with explanation	Yes	No
Referral	10/07/2014	Closed with explanation	Yes	Yes
Web	09/22/2014	Closed with monetary relief	Yes	No
Web	10/07/2014	Closed with explanation	Yes	No
Web	09/26/2014	Closed with explanation	Yes	No
Fax	10/06/2014	Closed with explanation	No	No
Referral	09/22/2014	Closed with non-monetary relief	Yes	No
Referral	10/02/2014	Closed with explanation	Yes	No
Web	10/17/2014	Closed with explanation	Yes	No
Web	09/26/2014	Closed with explanation	Yes	Yes
Web	10/14/2014	Closed with monetary relief	Yes	No
Web	09/26/2014	Closed with explanation	Yes	No
Web	10/09/2014	Closed with explanation	Yes	No
Postal mail	09/22/2014	Closed with non-monetary relief	Yes	No
Web	10/07/2014	Closed with monetary relief	Yes	Yes

Credit Card Complaints

Based on Consumer Complaints

1045400

1045407

1038137

1038130

1038131

1039872

1038236

1053441

1053515

1038593

1053681

1046433

1039977

1030938

1047686

1068136

1046254

1068504

1046571

1060835

1031076

1060852

Credit Card Complaints

Based on Consumer Complaints

09/22/2014	Credit card
09/22/2014	Credit card
10/07/2014	Credit card
10/11/2014	Credit card
10/11/2014	Credit card
10/07/2014	Credit card
10/02/2014	Credit card
10/11/2014	Credit card
10/02/2014	Credit card
09/16/2014	Credit card
09/16/2014	Credit card
10/11/2014	Credit card
09/22/2014	Credit card
09/16/2014	Credit card
09/16/2014	Credit card
09/22/2014	Credit card
10/12/2014	Credit card
09/22/2014	Credit card
09/26/2014	Credit card
10/02/2014	Credit card
09/17/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Other

Closing/Cancelling account

Billing disputes

Delinquent account

Delinquent account

Transaction issue

Billing disputes

Other fee

Customer service / Customer relations

APR or interest rate

Closing/Cancelling account

Unsolicited issuance of credit card

APR or interest rate

Delinquent account

Identity theft / Fraud / Embezzlement

Billing disputes

Payoff process

Other

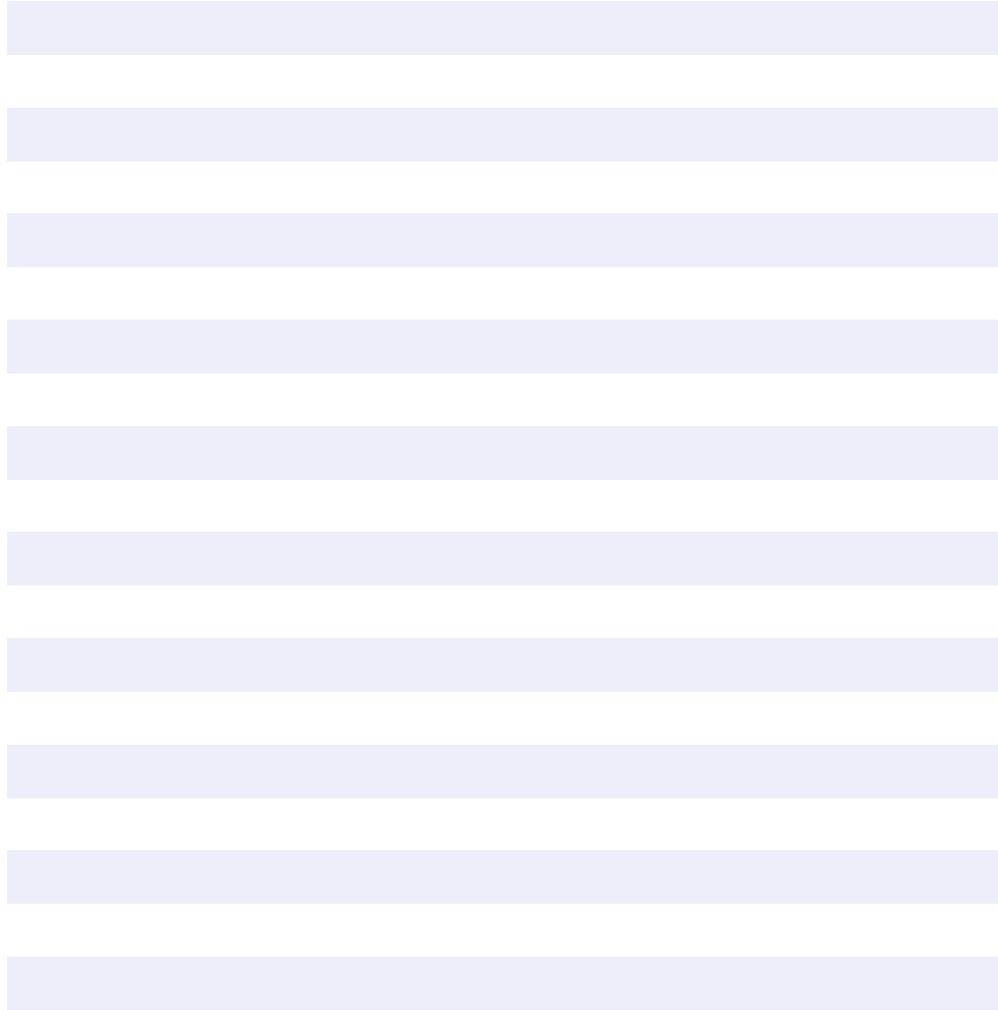
Delinquent account

Other fee

Other fee

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

			Servicemember	
Capital One	NH	03811		N/A
JPMorgan Chase & Co.	NY	10451		N/A
Synchrony Financial	WA	98021		N/A
SIMM Associates, Inc.	CA	92129		N/A
Discover	FL	33309		N/A
Discover	NC	28090		N/A
Discover	CA	90621	Older American	N/A
HSBC North America Holdings Inc.	NC	27540		N/A
Citibank	AK	99645		N/A
JPMorgan Chase & Co.	GA	30307		N/A
Citibank	CO	80111		N/A
Capital One	OH	45140		N/A
Amex				N/A
Bank of America	IL	60638	Servicemember	N/A
Bank of America	TX	75093		N/A
Bank of America	CA	93292		N/A
Synchrony Financial	CA	92708		N/A
Wells Fargo & Company	CO	80229		N/A
Citibank	PA	19541		N/A
Amex	VA	23116		N/A
Capital One	NY	11767		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	09/22/2014	Closed with explanation	Yes	No
Fax	09/26/2014	Closed with explanation	Yes	No
Web	10/10/2014	Closed with monetary relief	Yes	No
Web	10/17/2014	Closed with explanation	Yes	No
Web	10/17/2014	Closed with explanation	Yes	No
Web	10/07/2014	Closed with explanation	Yes	No
Web	10/02/2014	Closed with explanation	Yes	Yes
Web	10/11/2014	Closed with explanation	Yes	Yes
Web	10/02/2014	Closed with explanation	Yes	No
Web	09/16/2014	Closed with explanation	Yes	No
Phone	09/22/2014	Closed with non-monetary relief	Yes	No
Web	10/11/2014	Closed with non-monetary relief	Yes	No
Postal mail	09/23/2014	Closed with explanation	Yes	No
Web	09/16/2014	Closed with explanation	Yes	No
Web	09/16/2014	Closed with explanation	Yes	Yes
Web	09/23/2014	Closed with non-monetary relief	Yes	No
Web	10/12/2014	Closed with monetary relief	Yes	No
Referral	09/29/2014	Closed with explanation	Yes	Yes
Web	09/26/2014	Closed with explanation	Yes	No
Web	10/02/2014	Closed with monetary relief	Yes	Yes
Web	09/17/2014	Closed with monetary relief	Yes	No

Credit Card Complaints

Based on Consumer Complaints

1038897

1038305

1060870

1068104

1068017

1060926

1054473

1068194

1054682

1031262

1031612

1068266

1039893

1031463

1031364

1039129

1068363

1039449

1046864

1056062

1032109

Credit Card Complaints

Based on Consumer Complaints

09/26/2014 Credit card

09/26/2014 Credit card

09/17/2014 Credit card

09/17/2014 Credit card

09/26/2014 Credit card

09/17/2014 Credit card

10/07/2014 Credit card

09/17/2014 Credit card

10/07/2014 Credit card

09/22/2014 Credit card

09/17/2014 Credit card

10/07/2014 Credit card

10/02/2014 Credit card

09/26/2014 Credit card

10/02/2014 Credit card

10/02/2014 Credit card

09/17/2014 Credit card

09/17/2014 Credit card

09/22/2014 Credit card

Credit Card Complaints

Based on Consumer Complaints

Billing disputes

Identity theft / Fraud / Embezzlement

Identity theft / Fraud / Embezzlement

Billing disputes

Billing disputes

Transaction issue

Credit line increase/decrease

Billing disputes

Customer service / Customer relations

APR or interest rate

Other fee

Billing disputes

Late fee

Balance transfer

Delinquent account

Late fee

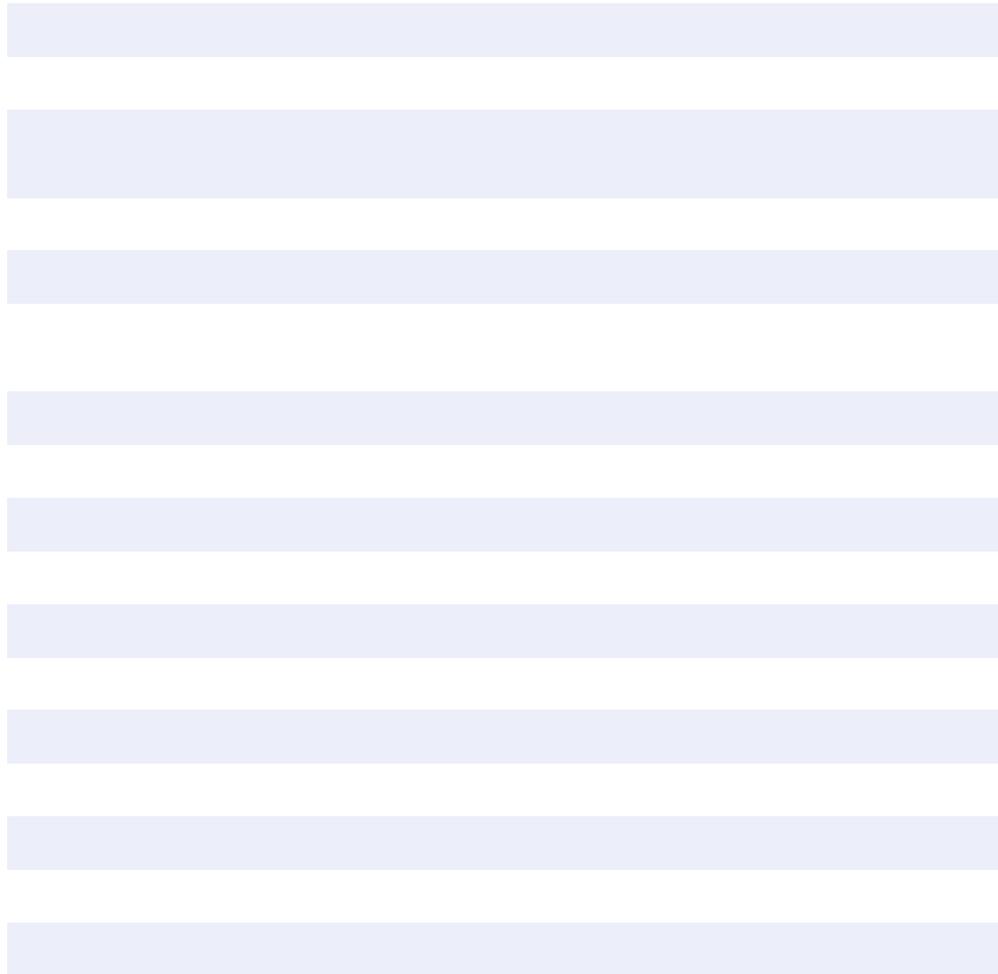
Billing disputes

Other

Identity theft / Fraud / Embezzlement

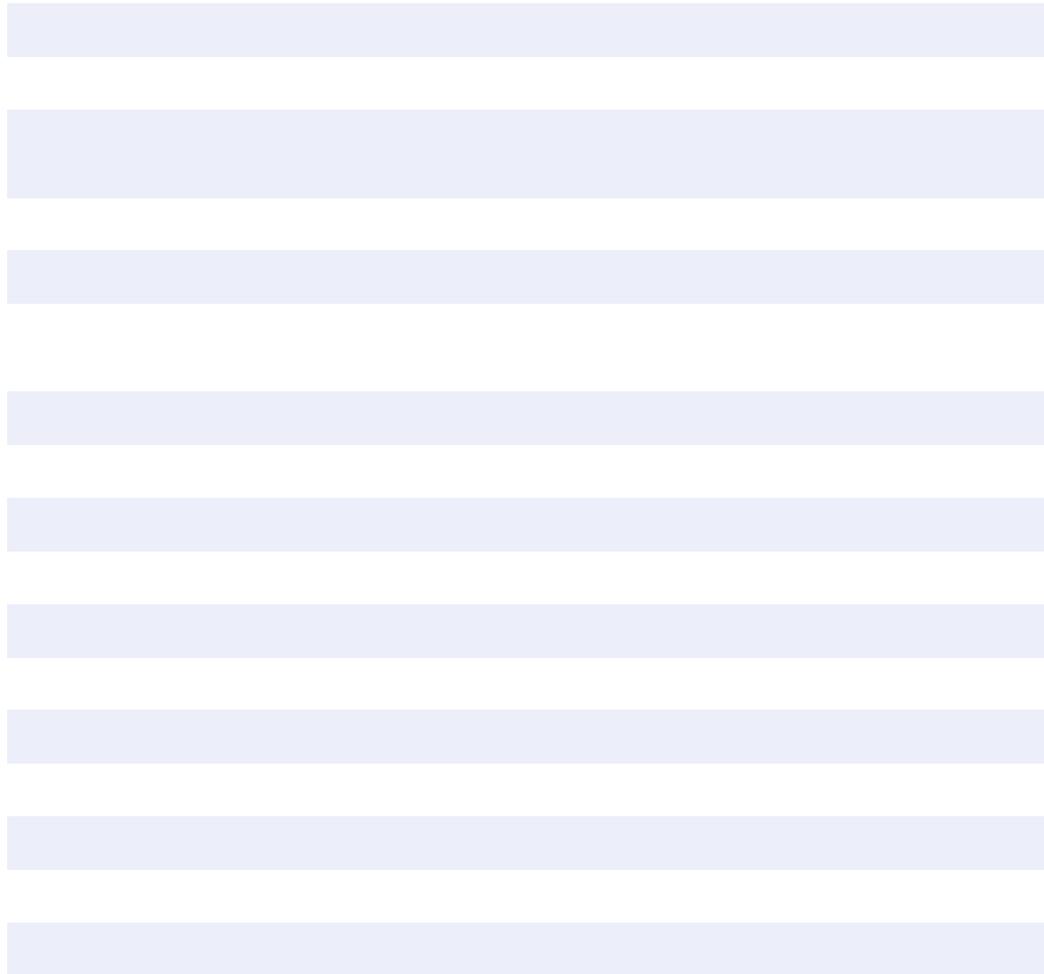
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Bank of America	MN	55318		N/A
Capital One	NC	28540	Servicemember	N/A
Discover	IL	60056		N/A
Citibank	NY	11368	Older American, Servicemember	N/A
Bank of America	DC	20012		N/A
Discover	PA	19145		N/A
Citibank	IL	60466	Older American, Servicemember	N/A
SunTrust Banks, Inc.	NC	28026		N/A
Capital One	CA	91316		N/A
Wells Fargo & Company	FL	33160		N/A
Discover	TX	75401	Older American	N/A
Amex	PA	18938		N/A
Synchrony Financial	MA	01534		N/A
Wells Fargo & Company	NJ	08234		N/A
Capital One	DE	19971		N/A
Citibank	OH	44144		N/A
Amex	OH	43026		N/A
Citibank	FL	33426		N/A
U.S. Bancorp	CA	94960		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	10/14/2014	Closed with explanation	Yes	No
Web	09/30/2014	Closed with monetary relief	Yes	No
Web	09/17/2014	Closed with non-monetary relief	Yes	No
Web	09/22/2014	Closed with explanation	Yes	Yes
Web	09/26/2014	Closed with explanation	Yes	Yes
Referral	09/22/2014	Closed with explanation	Yes	No
Phone	10/14/2014	Closed with explanation	Yes	No
Referral	09/17/2014	Closed with explanation	Yes	No
Web	10/07/2014	Closed with explanation	Yes	No
Web	09/22/2014	Closed with monetary relief	Yes	Yes
Phone	09/22/2014	Closed with explanation	Yes	No
Web	10/07/2014	Closed with monetary relief	Yes	No
Web	10/02/2014	Closed with explanation	Yes	No
Web	09/26/2014	Closed with explanation	Yes	Yes
Referral	10/08/2014	Closed with explanation	Yes	No
Referral	10/08/2014	Closed with monetary relief	Yes	No
Web	09/17/2014	Closed with explanation	Yes	No
Phone	09/22/2014	Closed with explanation	Yes	No
Web	09/22/2014	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

1046923

1046708

1032143

1033908

1047680

1032008

1061231

1032713

1061267

1038285

1032310

1062236

1055219

1047130

1055226

1055235

1032431

1032390

1039494

Credit Card Complaints

Based on Consumer Complaints

09/22/2014	Credit card
10/13/2014	Credit card
09/17/2014	Credit card
09/17/2014	Credit card
09/26/2014	Credit card
10/13/2014	Credit card
09/26/2014	Credit card
10/02/2014	Credit card
09/26/2014	Credit card
09/17/2014	Credit card
09/26/2014	Credit card
09/17/2014	Credit card
09/17/2014	Credit card
09/26/2014	Credit card
09/26/2014	Credit card
10/07/2014	Credit card
09/17/2014	Credit card
10/07/2014	Credit card
10/17/2014	Credit card
10/14/2014	Credit card
10/14/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Billing disputes

Rewards

Forbearance / Workout plans

Billing disputes

Other

Other

Late fee

Application processing delay

Identity theft / Fraud / Embezzlement

APR or interest rate

Identity theft / Fraud / Embezzlement

Overlimit fee

Billing disputes

Billing disputes

Balance transfer

Rewards

Delinquent account

Balance transfer

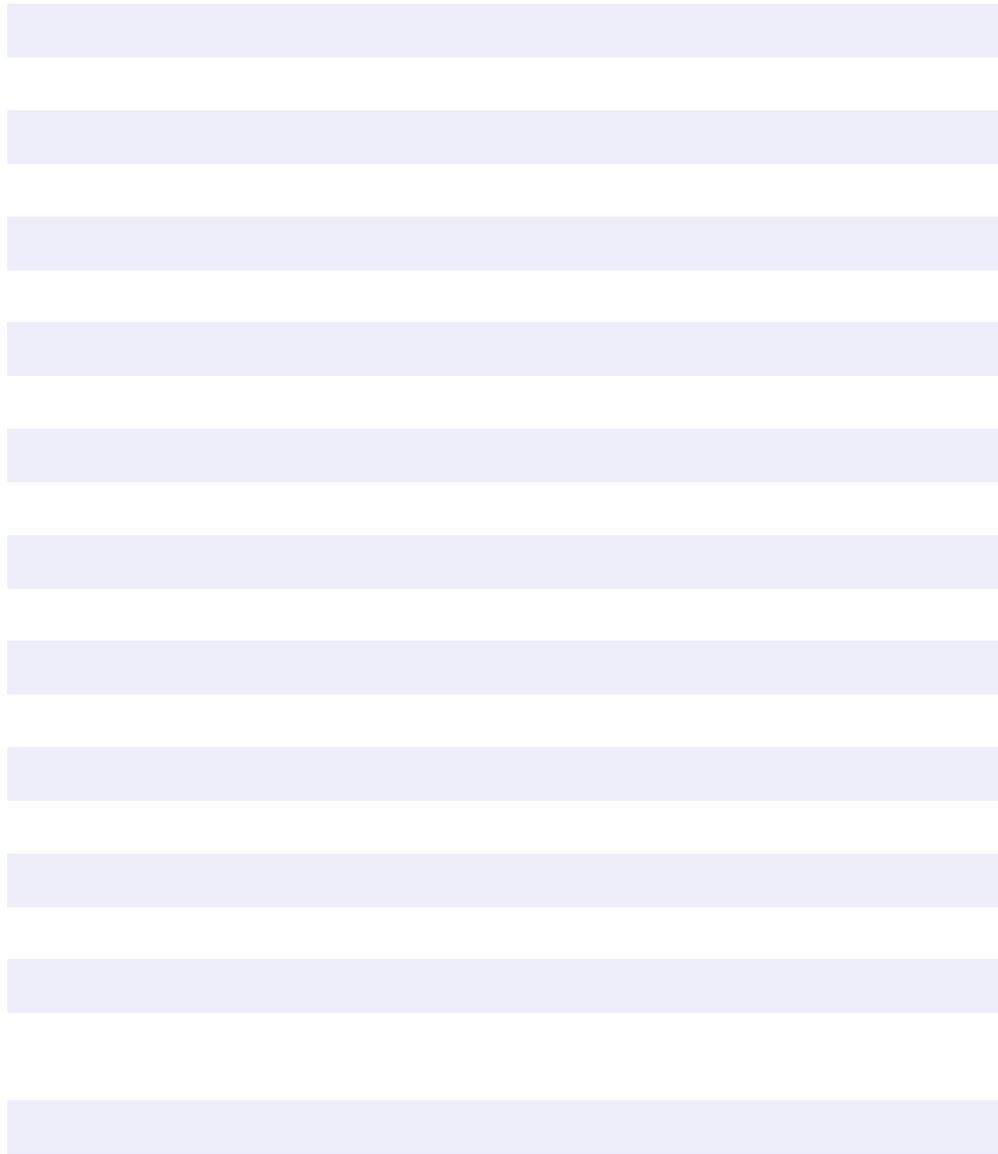
Other

Billing statement

Other

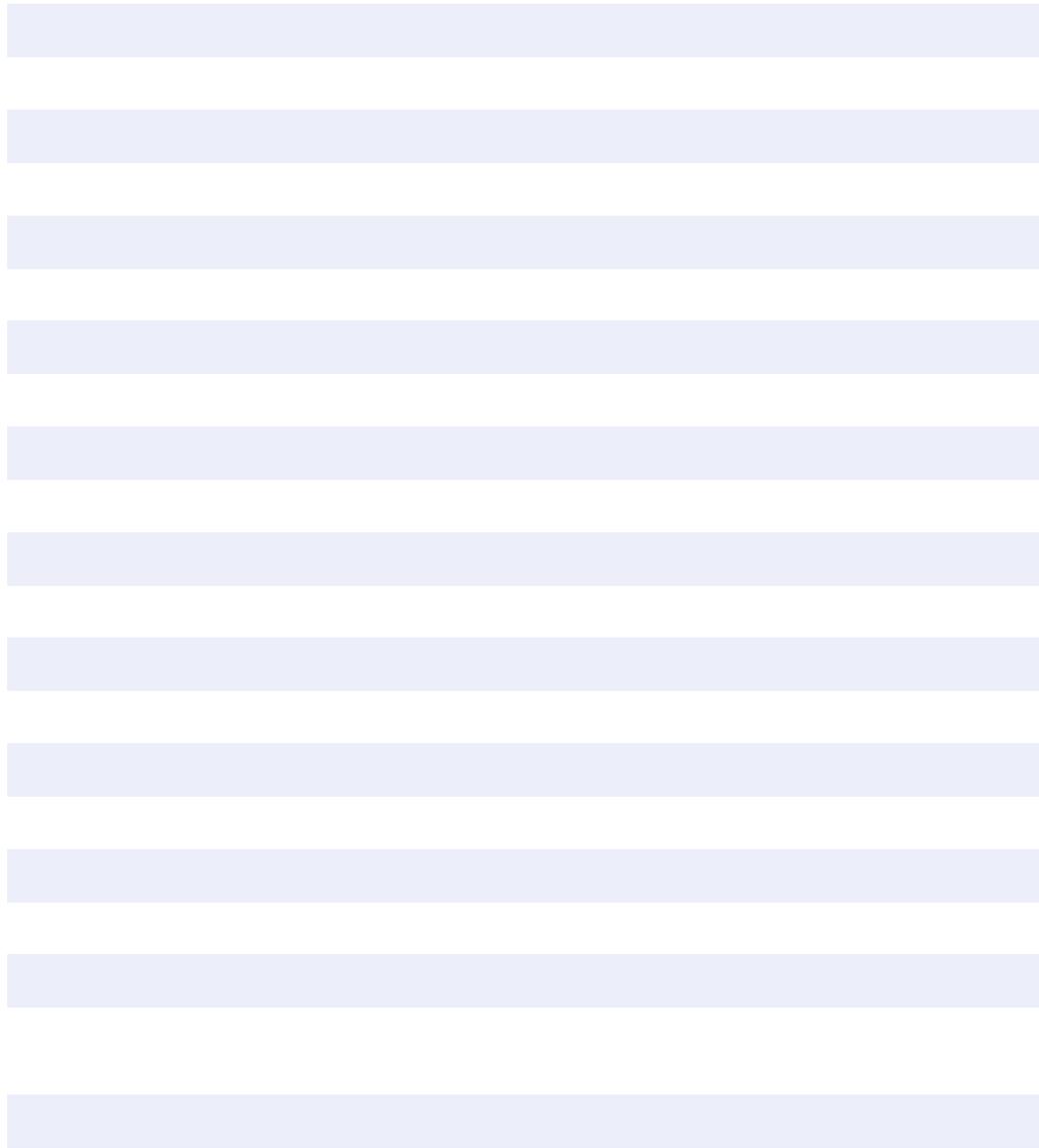
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	IN	46251		N/A
Citibank	MD	20814		N/A
Citibank	FL	33446	Older American	N/A
Bank of America	OH	44647		N/A
SunTrust Banks, Inc.	FL	32224		N/A
Citibank	AZ	85226	Older American	N/A
Bank of America	AZ	85607		N/A
Amex	FL	33776		N/A
Citibank	NJ	08607		N/A
JPMorgan Chase & Co.	GA	30154		N/A
JPMorgan Chase & Co.	NJ	07110		N/A
Capital One	NY	11570		N/A
JPMorgan Chase & Co.	FL	32878		N/A
Citibank	NY	10956		N/A
Discover	TX	78613		N/A
Bank of America	MA	02360		N/A
Bank of America	MO	64801		N/A
Citizens Financial Group, Inc.	CT	06883		N/A
Ally Financial Inc.	HI	96727		N/A
Citibank	NC	27616	Older American, Servicemember	N/A
JPMorgan Chase & Co.	NY	11742		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	09/29/2014	Closed with monetary relief	Yes	Yes
Web	10/13/2014	Closed with explanation	Yes	No
Web	09/22/2014	Closed with explanation	Yes	Yes
Web	09/17/2014	Closed with explanation	Yes	No
Web	09/26/2014	Closed with explanation	Yes	No
Web	10/13/2014	Closed with non-monetary relief	Yes	No
Web	09/26/2014	Closed with monetary relief	Yes	No
Referral	10/08/2014	Closed with explanation	Yes	No
Referral	10/01/2014	Closed with explanation	Yes	No
Phone	09/22/2014	Closed with monetary relief	Yes	No
Web	09/26/2014	Closed with explanation	Yes	No
Referral	09/22/2014	Closed with explanation	Yes	No
Referral	09/22/2014	Closed with explanation	Yes	No
Web	09/26/2014	Closed with monetary relief	Yes	No
Web	09/26/2014	Closed with explanation	Yes	Yes
Referral	10/14/2014	Closed with explanation	Yes	No
Referral	09/22/2014	Closed with explanation	Yes	No
Web	10/14/2014	Closed with explanation	Yes	No
Web	10/24/2014	Closed with explanation	Yes	Yes
Phone	10/20/2014	Closed with monetary relief	Yes	No
Web	10/14/2014	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

1038189

1068891

1032504

1032506

1047288

1068909

1047298

1055435

1047648

1033496

1047348

1032623

1033600

1047414

1047427

1061582

1032656

1061615

1074761

1069433

1069448

Credit Card Complaints

Based on Consumer Complaints

10/17/2014	Credit card
09/22/2014	Credit card
10/14/2014	Credit card
09/22/2014	Credit card
09/26/2014	Credit card
09/17/2014	Credit card
09/23/2014	Credit card
09/23/2014	Credit card
09/23/2014	Credit card
10/14/2014	Credit card
10/17/2014	Credit card
09/23/2014	Credit card
09/23/2014	Credit card
10/14/2014	Credit card
10/07/2014	Credit card
10/14/2014	Credit card
10/17/2014	Credit card
10/17/2014	Credit card
10/07/2014	Credit card
10/14/2014	Credit card
10/08/2014	Credit card
10/08/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Rewards

Delinquent account

Payoff process

Identity theft / Fraud / Embezzlement

Billing disputes

Transaction issue

Billing disputes

Billing disputes

Cash advance

Other

Other fee

APR or interest rate

Credit line increase/decrease

Billing disputes

Identity theft / Fraud / Embezzlement

Other

Transaction issue

Billing disputes

Billing statement

Late fee

Payoff process

Other

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Amex	CA	94010		N/A
Synchrony Financial	ME	04619	Older American	N/A
Citibank	IL	62454		N/A
JPMorgan Chase & Co.	NY	14626	Servicemember	N/A
Capital One	IN	46239		N/A
Capital One	MI	48228		N/A
Citibank	NE	68516	Older American	N/A
BBVA Compass	TX	77381		N/A
Discover	MN	56258		N/A
Capital One	OH	43040		N/A
JPMorgan Chase & Co.	CA	93111		N/A
Synchrony Financial	TX	77379		N/A
Capital One	TX	77379		N/A
JPMorgan Chase & Co.	CA	93111		N/A
Wells Fargo & Company	UT	84098		N/A
First Data Corporation	NY	41357		N/A
Citibank	FL	33065		N/A
JPMorgan Chase & Co.	CA	92688		N/A
Citizens Financial Group, Inc.	CA	94538		N/A
Citibank	NY	13210		N/A
Bank of America	CA	92101		N/A
Wells Fargo & Company	TX	75248		N/A

Credit Card Complaints

Based on Consumer Complaints

Referral	10/24/2014	Closed with explanation	Yes	Yes
Web	09/29/2014	Closed with non-monetary relief	Yes	No
Referral	10/20/2014	Closed with monetary relief	Yes	No
Web	09/29/2014	Closed with explanation	Yes	No
Web	10/01/2014	Closed with non-monetary relief	Yes	No
Referral	09/19/2014	Closed with monetary relief	Yes	No
Web	09/29/2014	Closed with explanation	Yes	Yes
Web	09/23/2014	Closed with monetary relief	Yes	No
Web	09/23/2014	Closed with explanation	Yes	Yes
Web	10/14/2014	Closed with explanation	Yes	No
Web	10/23/2014	Closed with explanation	Yes	No
Web	10/01/2014	Closed with monetary relief	Yes	No
Web	10/01/2014	Closed with explanation	Yes	Yes
Web	10/14/2014	Closed with explanation	Yes	Yes
Web	10/14/2014	Closed with explanation	Yes	No
Phone	10/30/2014	Closed with explanation	Yes	No
Web	10/17/2014	Closed with explanation	Yes	No
Web	10/17/2014	Closed with monetary relief	Yes	No
Web	10/14/2014	Closed with explanation	Yes	No
Referral	10/21/2014	Closed with explanation	Yes	Yes
Web	10/17/2014	Closed with explanation	Yes	Yes
Web	10/08/2014	Closed with explanation	Yes	Yes

Credit Card Complaints

Based on Consumer Complaints

1076440

1038302

1070996

1039780

1047585

1032871

1040463

1040515

1040531

1071164

1075913

1040575

1040353

1069208

1061882

1069755

1076231

1076274

1062056

1070464

1062850

1064132

Credit Card Complaints

Based on Consumer Complaints

10/08/2014	Credit card
10/18/2014	Credit card
10/23/2014	Credit card
10/08/2014	Credit card
10/08/2014	Credit card
10/18/2014	Credit card
10/14/2014	Credit card
10/19/2014	Credit card
10/08/2014	Credit card
10/19/2014	Credit card
10/19/2014	Credit card
09/24/2014	Credit card
10/20/2014	Credit card
10/20/2014	Credit card
10/20/2014	Credit card
10/22/2014	Credit card
10/20/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Late fee

Late fee

Other

Other fee

Credit determination

Billing statement

Customer service / Customer relations

Billing statement

Billing statement

Credit card protection / Debt protection

Billing disputes

Late fee

Identity theft / Fraud / Embezzlement

Credit card protection / Debt protection

Credit card protection / Debt protection

Other

Billing statement

Billing disputes

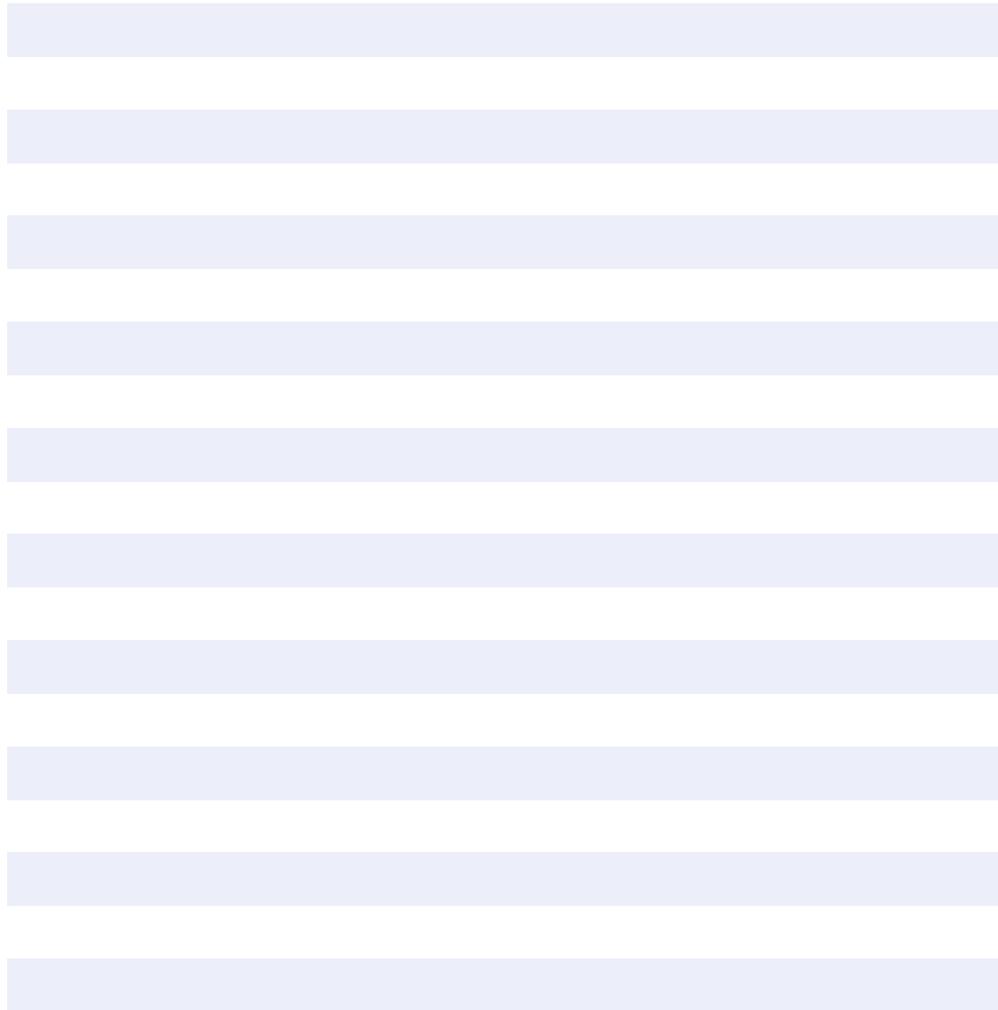
Other fee

Credit card protection / Debt protection

Rewards

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

TD Bank US Holding Company	MA	01060		N/A
Capital One	IL	61554		N/A
TD Bank US Holding Company	NY	10455		N/A
Capital One	NC	27127		N/A
Citibank	NC	28651		N/A
TD Bank US Holding Company	PA	17552		N/A
First National Bank of Omaha	TX	75762		N/A
Citibank	TX	77845		N/A
Capital One	NC	28226	Older American	N/A
U.S. Bancorp	TX	78751		N/A
JPMorgan Chase & Co.	VA	20124		N/A
JPMorgan Chase & Co.	CA	92545		N/A
Citibank	NY	10312		N/A
Navy FCU	NC	28540	Older American	N/A
Citibank	FL	32162	Older American	N/A
Discover	PA	17340		N/A
Citibank	NY	10701		N/A
Citibank	NY	10950	Older American	N/A
JPMorgan Chase & Co.	NY	11746	Older American	N/A
Citibank	OK	74105		N/A
JPMorgan Chase & Co.	OH	43085		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	10/08/2014	Closed with explanation	Yes	Yes
Web	10/18/2014	Closed with monetary relief	Yes	No
Phone	10/29/2014	Closed with explanation	Yes	No
Referral	10/15/2014	Closed with explanation	Yes	No
Web	10/08/2014	Closed with explanation	Yes	Yes
Web	10/18/2014	Closed with monetary relief	Yes	Yes
Web	10/14/2014	Closed with monetary relief	Yes	No
Web	10/19/2014	Closed with non-monetary relief	Yes	No
Web	10/15/2014	Closed with explanation	Yes	No
Web	10/19/2014	Closed with explanation	Yes	No
Web	10/19/2014	Closed with monetary relief	Yes	No
Referral	09/30/2014	Closed with explanation	Yes	No
Web	10/24/2014	Closed with explanation	Yes	No
Web	10/24/2014	Closed with explanation	Yes	No
Web	10/20/2014	Closed with monetary relief	Yes	No
Web	10/22/2014	Closed with non-monetary relief	Yes	No
Web	10/20/2014	Closed with monetary relief	Yes	No
Web	10/20/2014	Closed with monetary relief	Yes	No
Web	10/24/2014	Closed with explanation	Yes	No
Web	10/20/2014	Closed with monetary relief	Yes	Yes
Web	10/20/2014	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

1062858

1076714

1083472

1062941

1064157

1076872

1070268

1077063

1063157

1077135

1077171

1043439

1077500

1077259

1077545

1082785

1077594

1077230

1077689

1077695

1078556

Credit Card Complaints

Based on Consumer Complaints

10/20/2014	Credit card
10/23/2014	Credit card
10/20/2014	Credit card
10/20/2014	Credit card
10/20/2014	Credit card
10/23/2014	Credit card
09/23/2014	Credit card
09/27/2014	Credit card
10/23/2014	Credit card
09/27/2014	Credit card
10/08/2014	Credit card
09/24/2014	Credit card
09/24/2014	Credit card
09/28/2014	Credit card
09/28/2014	Credit card
09/23/2014	Credit card
10/23/2014	Credit card
09/23/2014	Credit card
10/20/2014	Credit card
10/20/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Identity theft / Fraud / Embezzlement

Delinquent account

Credit determination

Other

Other

Billing disputes

Transaction issue

Billing disputes

Credit card protection / Debt protection

Other

Billing disputes

Billing statement

Billing disputes

Delinquent account

Late fee

Credit determination

Billing disputes

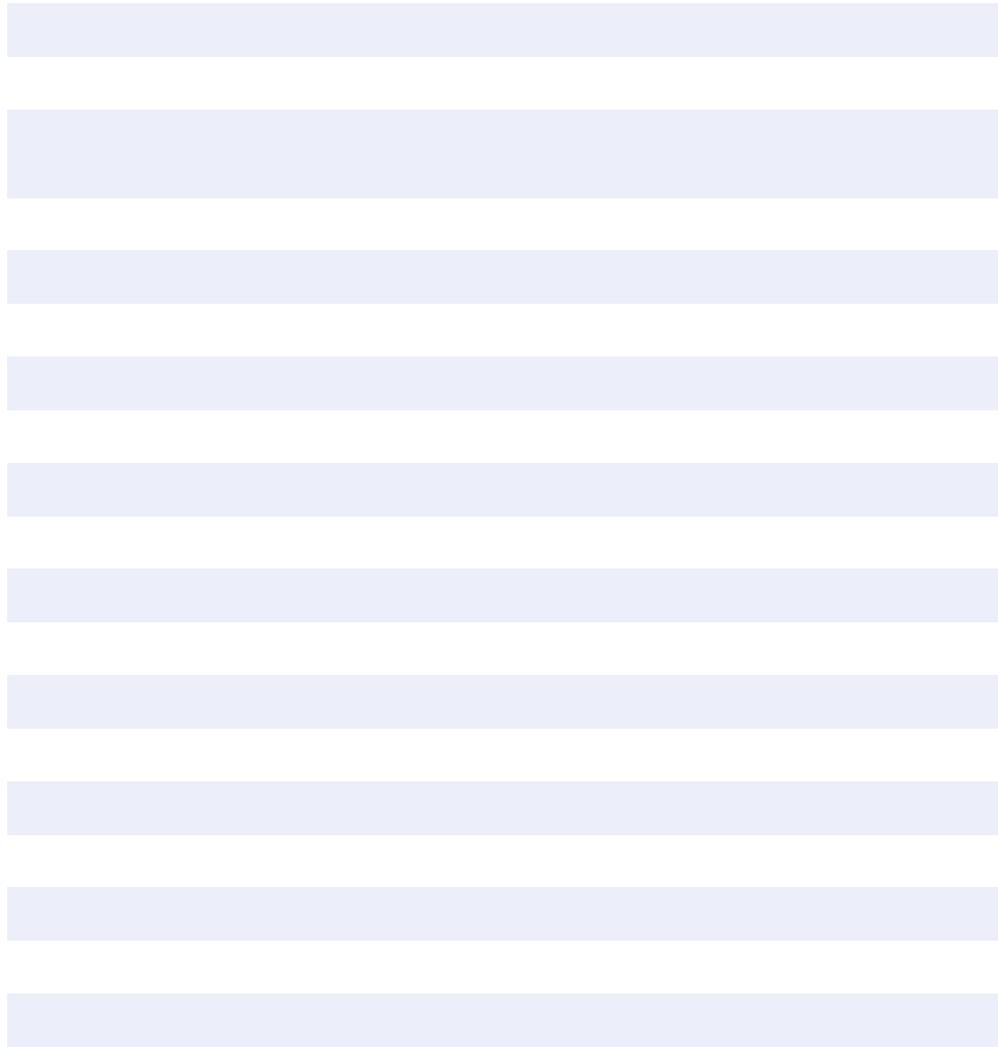
Other

Credit determination

Credit line increase/decrease

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Synchrony Financial	CA	91602		N/A
Capital One	NY	11234		N/A
Synchrony Financial	IL	60626		N/A
Federated Capital Corporation	CA	94564	Older American, Servicemember	N/A
Discover	MO	65712		N/A
Synchrony Financial	CA	91942	Servicemember	N/A
Wells Fargo & Company	NJ	08075		N/A
Barclays PLC	NY	11572		N/A
Army and Air Force Exchange Service	TX	76543	Servicemember	N/A
Citibank	CA	90025		N/A
U.S. Bancorp	MN	55443		N/A
Capital One	CA	94401		N/A
Citibank	MA	01119	Older American	N/A
Synchrony Financial	CT	06234		N/A
JPMorgan Chase & Co.	CA	91403		N/A
Capital One	TX	76017		N/A
JPMorgan Chase & Co.	MI	48125		N/A
JPMorgan Chase & Co.	CA	92657		N/A
Discover	IL	60637		N/A
Capital One	CT	06259		N/A

Credit Card Complaints

Based on Consumer Complaints

Postal mail	10/24/2014	Closed with explanation	Yes	No
Web	10/27/2014	Closed with explanation	Yes	No
Postal mail	10/24/2014	Closed with explanation	Yes	No
Web	10/24/2014	Closed	Yes	Yes
Web	10/24/2014	Closed with explanation	Yes	Yes
Web	10/23/2014	Closed with explanation	Yes	No
Web	09/23/2014	Closed with explanation	Yes	No
Web	10/02/2014	Closed with explanation	Yes	Yes
Web	10/23/2014	Closed with explanation	Yes	No
Web	09/27/2014	Closed with non-monetary relief	Yes	No
Fax	11/24/2014	Closed with monetary relief	Yes	No
Referral	09/30/2014	Closed with explanation	Yes	No
Referral	09/30/2014	Closed with monetary relief	Yes	No
Web	09/28/2014	Closed with explanation	Yes	No
Web	09/28/2014	Closed with explanation	Yes	No
Web	09/23/2014	Closed with explanation	Yes	No
Web	10/23/2014	Closed with explanation	Yes	Yes
Postal mail	09/30/2014	Closed with explanation	Yes	No
Postal mail	10/24/2014	Closed with explanation	Yes	No
Web	10/20/2014	Closed with non-monetary relief	Yes	No

Credit Card Complaints

Based on Consumer Complaints

1077763

1083353

1077918

1077937

1077747

1083890

1040740

1048144

1083986

1048222

1063490

1042827

1042828

1048245

1048346

1040917

1083202

1041116

1078081

1078653

Credit Card Complaints

Based on Consumer Complaints

09/23/2014	Credit card
09/23/2014	Credit card
09/23/2014	Credit card
10/23/2014	Credit card
10/23/2014	Credit card
09/29/2014	Credit card
10/20/2014	Credit card
10/14/2014	Credit card
09/23/2014	Credit card
09/23/2014	Credit card
10/23/2014	Credit card
10/24/2014	Credit card
10/24/2014	Credit card
10/24/2014	Credit card
09/29/2014	Credit card
10/24/2014	Credit card
10/02/2014	Credit card
10/14/2014	Credit card
10/20/2014	Credit card
10/02/2014	Credit card
09/23/2014	Credit card
09/23/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Credit determination

Other

Transaction issue

Billing disputes

Billing disputes

Billing disputes

Advertising and marketing

Credit determination

APR or interest rate

Identity theft / Fraud / Embezzlement

Late fee

Billing disputes

Advertising and marketing

Billing disputes

Credit determination

Closing/Cancelling account

Balance transfer

Other

Delinquent account

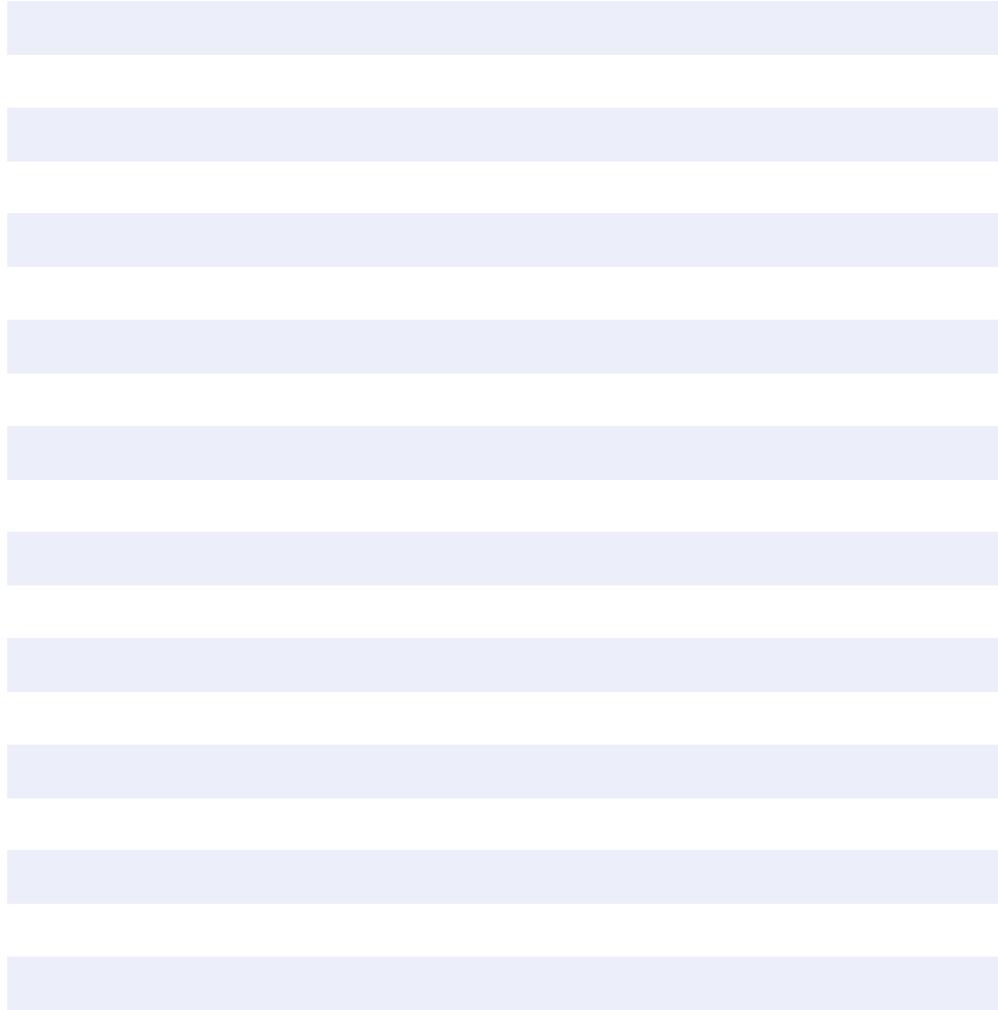
Identity theft / Fraud / Embezzlement

Other

Other

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Citibank	TX	77379		N/A
TD Bank US Holding Company	GA	30253		N/A
JPMorgan Chase & Co.	OR	97306	Older American	N/A
BB&T Financial	MI	49757		N/A
JPMorgan Chase & Co.	CA	94960	Older American	N/A
Citibank	NY	10928		N/A
Risecredit, LLC	CA	95315	Servicemember	N/A
Citibank	TX	76135		N/A
Bank of America	WA	99109	Older American	N/A
Regions Financial Corporation	AL	36344	Older American	N/A
JPMorgan Chase & Co.	NY	14220		N/A
Citibank	VA	23222		N/A
Amex	WA	98042		N/A
Capital One	CA	92543	Older American	N/A
U.S. Bancorp	WA	98569		N/A
Synchrony Financial	NY	12180		N/A
Capital One	NJ	08075		N/A
Capital One	IL	60657		N/A
Sterling Jewelers Inc.	IA	52235		N/A
Capital One	OH	43147		N/A
HSBC North America Holdings Inc.	TX	78255		N/A
Synchrony Financial	GA	30315		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	09/30/2014	Closed with explanation	Yes	Yes
Web	09/30/2014	Closed with explanation	Yes	Yes
Web	09/23/2014	Closed with explanation	Yes	No
Referral	10/29/2014	Closed with explanation	Yes	No
Postal mail	10/30/2014	Closed with monetary relief	Yes	No
Web	10/03/2014	Closed with monetary relief	Yes	Yes
Web	10/24/2014	Closed with explanation	Yes	No
Web	10/20/2014	Closed with explanation	Yes	Yes
Web	09/30/2014	Closed with explanation	Yes	No
Web	09/23/2014	Closed with monetary relief	Yes	No
Referral	10/29/2014	Closed with explanation	Yes	No
Web	10/24/2014	Closed with explanation	Yes	Yes
Web	10/24/2014	Closed with non-monetary relief	Yes	No
Web	10/24/2014	Closed with explanation	Yes	No
Referral	10/03/2014	Closed with explanation	Yes	No
Web	10/24/2014	Closed with explanation	Yes	No
Web	10/02/2014	Closed with monetary relief	Yes	No
Web	10/14/2014	Closed with explanation	Yes	Yes
Phone	10/24/2014	Closed with explanation	Yes	No
Web	10/08/2014	Closed with non-monetary relief	Yes	No
Web	09/26/2014	Closed with explanation	Yes	Yes
Web	09/30/2014	Closed with explanation	Yes	Yes

Credit Card Complaints

Based on Consumer Complaints

1040365

1041281

1041315

1084509

1083140

1049042

1078282

1070700

1041390

1041451

1084627

1084943

1085271

1085258

1049215

1085288

1055778

1071070

1078501

1055836

1041716

1041895

Credit Card Complaints

Based on Consumer Complaints

10/14/2014	Credit card
10/08/2014	Credit card
10/20/2014	Credit card
10/02/2014	Credit card
10/14/2014	Credit card
10/03/2014	Credit card
10/03/2014	Credit card
10/14/2014	Credit card
10/03/2014	Credit card
10/03/2014	Credit card
09/29/2014	Credit card
10/08/2014	Credit card
10/15/2014	Credit card
10/21/2014	Credit card
10/21/2014	Credit card
10/15/2014	Credit card
10/15/2014	Credit card
10/15/2014	Credit card
10/21/2014	Credit card
10/21/2014	Credit card
10/15/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Billing disputes

Credit line increase/decrease

Credit line increase/decrease

Customer service / Customer relations

Advertising and marketing

Billing disputes

Advertising and marketing

Credit determination

Customer service / Customer relations

Other

APR or interest rate

Customer service / Customer relations

Billing statement

Closing/Cancelling account

Credit card protection / Debt protection

Identity theft / Fraud / Embezzlement

Customer service / Customer relations

Billing disputes

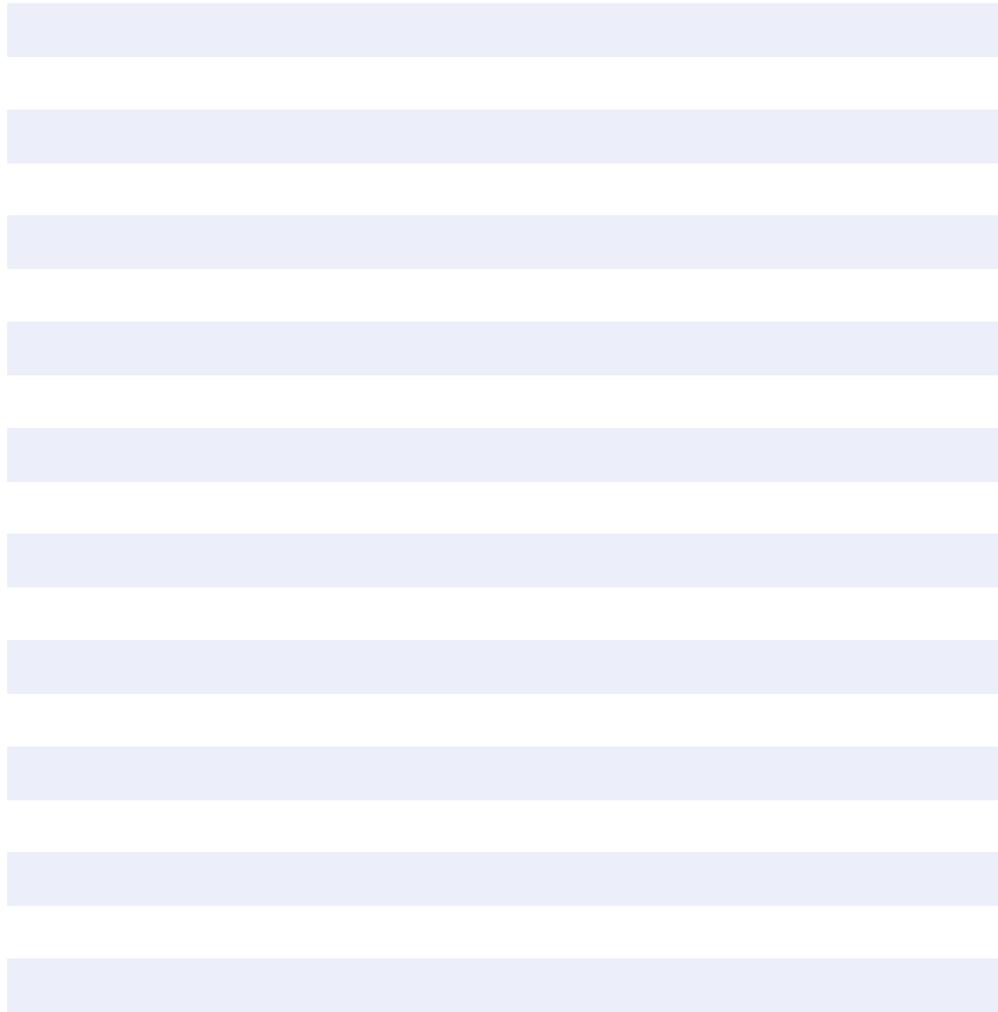
Billing disputes

Other

Other

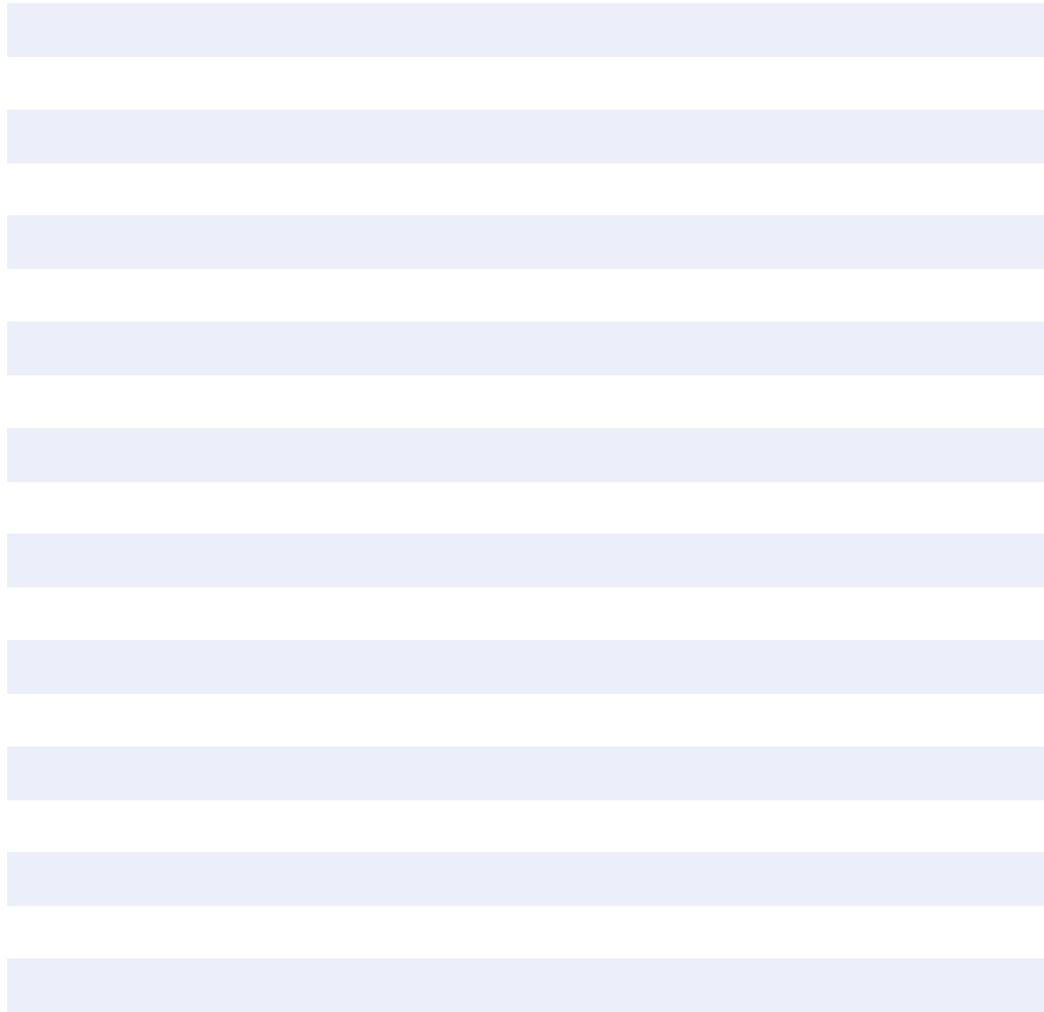
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Synchrony Financial	NY	11234		N/A
Synchrony Financial	SD	57703	Servicemember	N/A
Capital One	CT	06259		N/A
Bank of America	IL	61107	Older American	N/A
Capital One	PA	16146		N/A
Capital One	TN	38058		N/A
Capital One	MO	63105		N/A
U.S. Bancorp	PA	18014		N/A
Synchrony Financial	WI	54235		N/A
Citibank	CA	93287		N/A
Synchrony Financial	TX	76028		N/A
JPMorgan Chase & Co.	CA	94043	Older American	N/A
Bank of America	TN	37918		N/A
Barclays PLC	PA	19006		N/A
U.S. Bancorp	WA	98282		N/A
Synchrony Financial	MD	20601		N/A
Citizens Financial Group, Inc.	MA	01845		N/A
Amex	CA	95663		N/A
Barclays PLC	MN	55904		N/A
Discover	CA	94928		N/A
Synchrony Financial	CO	80015		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	10/31/2014	Closed with explanation	Yes	Yes
Web	10/08/2014	Closed with explanation	Yes	Yes
Web	10/24/2014	Closed with non-monetary relief	Yes	No
Web	10/02/2014	Closed with explanation	Yes	No
Phone	10/20/2014	Closed with explanation	Yes	No
Web	10/08/2014	Closed with explanation	Yes	No
Web	10/03/2014	Closed with explanation	Yes	Yes
Referral	10/22/2014	Closed with explanation	Yes	Yes
Web	10/08/2014	Closed with monetary relief	Yes	No
Referral	10/08/2014	Closed with explanation	Yes	No
Postal mail	10/03/2014	Closed with monetary relief	Yes	No
Web	10/08/2014	Closed with explanation	Yes	No
Web	10/15/2014	Closed with explanation	Yes	No
Web	10/27/2014	Closed with explanation	Yes	No
Web	10/27/2014	Closed with non-monetary relief	Yes	No
Referral	10/20/2014	Closed with explanation	Yes	No
Postal mail	10/20/2014	Closed with explanation	Yes	Yes
Postal mail	10/20/2014	Closed with explanation	Yes	No
Web	10/24/2014	Closed with monetary relief	Yes	No
Web	10/21/2014	Closed with non-monetary relief	Yes	No
Web	10/21/2014	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

1069201

1062657

1077422

1055983

1070571

1056617

1058166

1069178

1056659

1056480

1049657

1063922

1071331

1079542

1079545

1071541

1071104

1071359

1079584

1079594

1071394

Credit Card Complaints

Based on Consumer Complaints

10/30/2014	Credit card
10/08/2014	Credit card
10/30/2014	Credit card
10/03/2014	Credit card
09/24/2014	Credit card
09/24/2014	Credit card
10/21/2014	Credit card
09/29/2014	Credit card
10/09/2014	Credit card
10/24/2014	Credit card
10/09/2014	Credit card
10/21/2014	Credit card
10/03/2014	Credit card
10/24/2014	Credit card
10/15/2014	Credit card
10/09/2014	Credit card
10/30/2014	Credit card
10/03/2014	Credit card
10/09/2014	Credit card
09/29/2014	Credit card
10/03/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Billing disputes

Identity theft / Fraud / Embezzlement

Other

Other

Delinquent account

Billing disputes

Payoff process

Other

Identity theft / Fraud / Embezzlement

APR or interest rate

Identity theft / Fraud / Embezzlement

Other

Transaction issue

Other

Unsolicited issuance of credit card

Identity theft / Fraud / Embezzlement

Billing disputes

Credit line increase/decrease

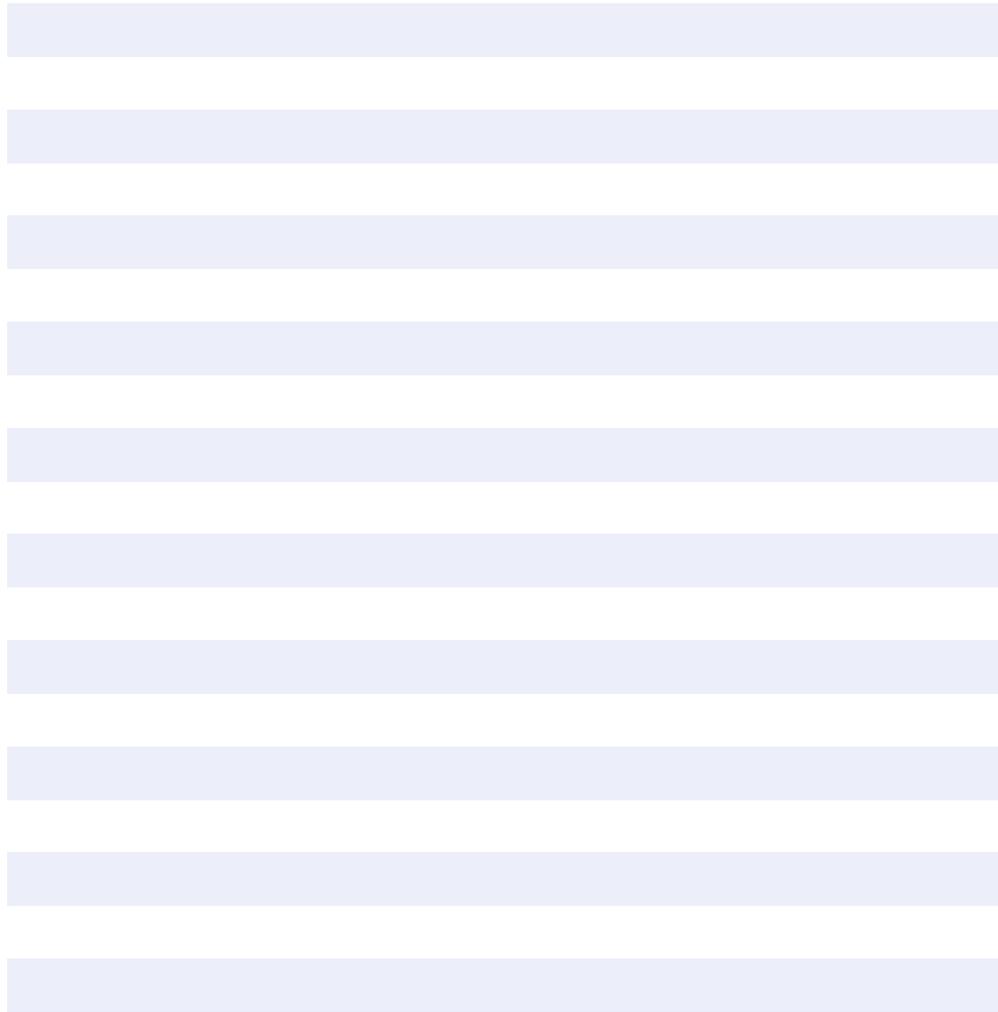
Payoff process

Late fee

Delinquent account

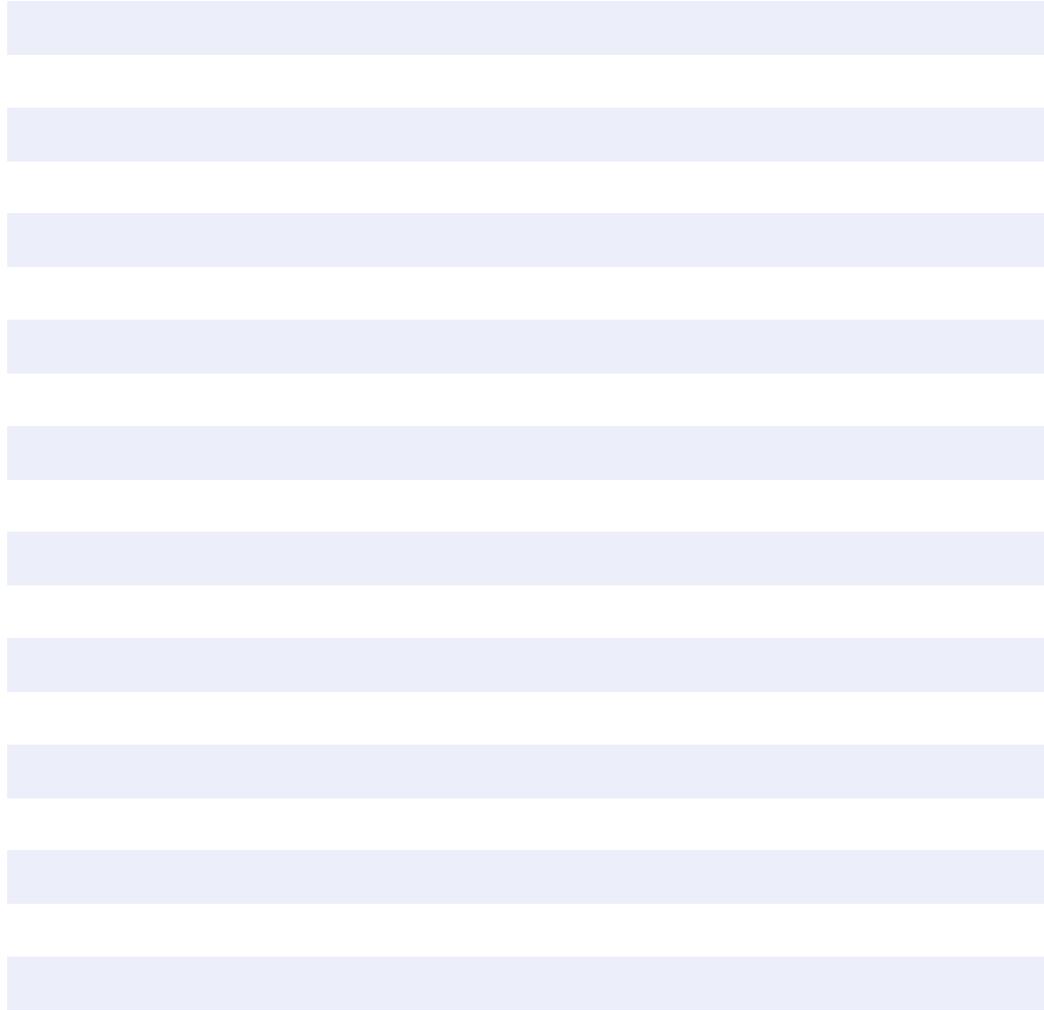
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Amex	TX	75033		N/A
Wells Fargo & Company	CA	90035		N/A
Synchrony Financial	TX	78640	Servicemember	N/A
Citibank	IA	50265		N/A
TD Bank US Holding Company	IA	50277		N/A
Capital One	VA	23831		N/A
Synchrony Financial	NY	11951		N/A
Bank of America	MA	02777	Servicemember	N/A
Capital One	FL	33166		N/A
JPMorgan Chase & Co.	NY	10036		N/A
JPMorgan Chase & Co.	TX	76133		N/A
TD Bank US Holding Company	FL	33070		N/A
Citibank	OH	45255		N/A
Synchrony Financial	FL	33314		N/A
Citibank	WV	24870		N/A
Bank of America	CA	91604		N/A
Bank of America	CA	92692		N/A
Commerce Bank	KS	67432		N/A
Amex	FL	33321		N/A
Wells Fargo & Company	NV	89410		N/A
Discover	GA	30252		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	10/30/2014	Closed with explanation	Yes	No
Referral	10/15/2014	Closed with explanation	Yes	No
Web	10/30/2014	Closed with explanation	Yes	No
Web	10/03/2014	Closed with explanation	Yes	No
Web	09/24/2014	Closed with non-monetary relief	Yes	No
Phone	09/30/2014	Closed with explanation	Yes	No
Referral	10/27/2014	Closed with explanation	Yes	No
Postal mail	10/03/2014	Closed with explanation	Yes	No
Web	10/09/2014	Closed with explanation	Yes	No
Web	10/24/2014	Closed with monetary relief	Yes	No
Web	10/09/2014	Closed with explanation	Yes	No
Web	10/27/2014	Closed with non-monetary relief	Yes	Yes
Postal mail	10/08/2014	Closed with monetary relief	Yes	No
Referral	10/29/2014	Closed with monetary relief	Yes	No
Referral	11/03/2014	Closed with monetary relief	Yes	No
Web	10/09/2014	Closed with monetary relief	Yes	Yes
Web	10/30/2014	Closed with explanation	Yes	No
Postal mail	10/08/2014	Closed with explanation	Yes	No
Web	10/16/2014	Closed with explanation	Yes	Yes
Phone	10/01/2014	Closed with explanation	Yes	Yes
Postal mail	10/08/2014	Closed with non-monetary relief	Yes	Yes

Credit Card Complaints

Based on Consumer Complaints

1093112

1064083

1093133

1056905

1042756

1042765

1080113

1048493

1064651

1085203

1064674

1079667

1056991

1085854

1071547

1064726

1093268

1057036

1064730

1050087

1057069

Credit Card Complaints

Based on Consumer Complaints

10/30/2014	Credit card
10/24/2014	Credit card
10/24/2014	Credit card
10/09/2014	Credit card
10/15/2014	Credit card
10/30/2014	Credit card
10/09/2014	Credit card
10/21/2014	Credit card
10/21/2014	Credit card
10/15/2014	Credit card
10/24/2014	Credit card
10/21/2014	Credit card
10/21/2014	Credit card
10/03/2014	Credit card
10/30/2014	Credit card
10/24/2014	Credit card
10/24/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Other

Billing statement

Billing disputes

APR or interest rate

Identity theft / Fraud / Embezzlement

Closing/Cancelling account

Other

Delinquent account

Closing/Cancelling account

Other

APR or interest rate

Delinquent account

Other

Transaction issue

Late fee

Delinquent account

Delinquent account

Credit determination

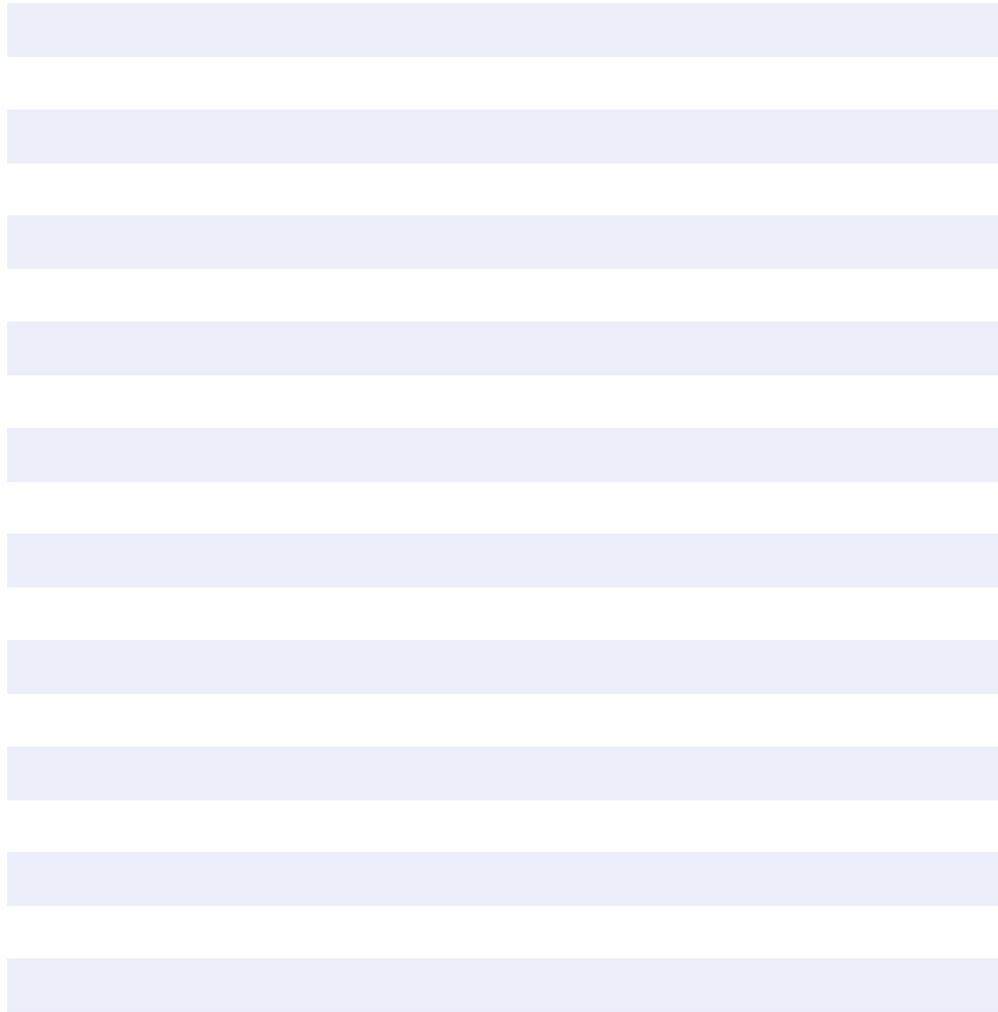
APR or interest rate

Closing/Cancelling account

Identity theft / Fraud / Embezzlement

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Bank of America	FL	33487	Older American	N/A
Citibank	NY	11411		N/A
Wells Fargo & Company	CA	95835		N/A
Discover	NY	11518		N/A
Bank of America	NC	27834		N/A
Capital One	NC	28144		N/A
Amex	CA	93551		N/A
Citibank	TN	37087		N/A
Citibank	NJ	08701		N/A
Amex	AZ	85383		N/A
Capital One	CA	90025		N/A
Synchrony Financial	TN	37087		N/A
Synchrony Financial	NJ	07079		N/A
Barclays PLC	MA	02554		N/A
Citibank	NY	14610		N/A
JPMorgan Chase & Co.	NJ	08096		N/A
JPMorgan Chase & Co.	NJ	08096		N/A
JPMorgan Chase & Co.	CA	92677	Older American	N/A
Citibank	DE	19901		N/A
HSBC North America Holdings Inc.	CA	91326		N/A
PayPal Holdings, Inc.	IL	60440		N/A

Credit Card Complaints

Based on Consumer Complaints

Phone	11/05/2014	Closed with explanation	Yes	No
Phone	10/29/2014	Closed with explanation	Yes	Yes
Web	10/24/2014	Closed with explanation	Yes	Yes
Web	10/09/2014	Closed with monetary relief	Yes	No
Web	10/15/2014	Closed with explanation	Yes	No
Web	10/30/2014	Closed with monetary relief	Yes	Yes
Web	10/09/2014	Closed with explanation	Yes	No
Postal mail	10/27/2014	Closed with non-monetary relief	Yes	No
Web	10/21/2014	Closed with monetary relief	Yes	No
Web	10/17/2014	Closed with monetary relief	Yes	No
Web	10/24/2014	Closed with monetary relief	Yes	No
Postal mail	10/27/2014	Closed with monetary relief	Yes	No
Web	10/27/2014	Closed with explanation	Yes	No
Postal mail	10/10/2014	Closed with explanation	Yes	No
Referral	10/08/2014	Closed with explanation	Yes	No
Web	10/03/2014	Closed with explanation	Yes	No
Web	10/10/2014	Closed with explanation	Yes	No
Web	10/03/2014	Closed with explanation	Yes	Yes
Referral	10/31/2014	Closed with explanation	Yes	No
Referral	10/30/2014	Closed with explanation	Yes	No
Fax	10/30/2014	Closed with non-monetary relief	Yes	No

Credit Card Complaints

Based on Consumer Complaints

1093316

1085973

1085986

1064810

1071681

1093402

1064466

1079322

1079888

1071774

1086158

1079323

1079173

1057261

1057290

1056498

1056499

1057447

1094449

1085128

1086522

Credit Card Complaints

Based on Consumer Complaints

10/09/2014	Credit card
10/30/2014	Credit card
10/09/2014	Credit card
10/21/2014	Credit card
10/30/2014	Credit card
10/25/2014	Credit card
10/25/2014	Credit card
10/25/2014	Credit card
10/21/2014	Credit card
10/03/2014	Credit card
10/25/2014	Credit card
10/09/2014	Credit card
10/30/2014	Credit card
10/03/2014	Credit card
10/15/2014	Credit card
10/26/2014	Credit card
10/27/2014	Credit card
10/27/2014	Credit card
10/15/2014	Credit card
10/31/2014	Credit card
10/31/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Billing statement

Rewards

Rewards

Cash advance

Late fee

Customer service / Customer relations

Identity theft / Fraud / Embezzlement

Identity theft / Fraud / Embezzlement

Transaction issue

Delinquent account

Forbearance / Workout plans

Credit determination

Other

Advertising and marketing

Customer service / Customer relations

Other

Identity theft / Fraud / Embezzlement

Billing disputes

Delinquent account

Advertising and marketing

Transaction issue

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	WI	54729		N/A
JPMorgan Chase & Co.	SC	29910		N/A
U.S. Bancorp	GA	30214		N/A
JPMorgan Chase & Co.	IL	60428	Older American	N/A
Citibank	CA	93257		N/A
Amex	TX	76065		N/A
Barclays PLC	SC	29804	Older American	N/A
HSBC North America Holdings Inc.	SC	29804	Older American	N/A
Citibank	TX	75254		N/A
Citibank	CA	95670		N/A
JPMorgan Chase & Co.	MN	55429		N/A
JPMorgan Chase & Co.	TX	77379	Servicemember	N/A
Citibank	CA	91304		N/A
Citibank	CT	06235		N/A
Citibank	ND	58206	Servicemember	N/A
Discover	NE	68164		N/A
JPMorgan Chase & Co.	KY	40220		N/A
JPMorgan Chase & Co.	MD	20854		N/A
Capital One	TX	78577		N/A
Amex	MI	48307		N/A
Citibank	CA	92553		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	10/09/2014	Closed with monetary relief	Yes	No
Referral	10/31/2014	Closed with explanation	Yes	No
Web	10/09/2014	Closed with monetary relief	Yes	No
Web	10/21/2014	Closed with explanation	Yes	No
Referral	10/31/2014	Closed with monetary relief	Yes	No
Web	10/30/2014	Closed with explanation	Yes	No
Web	10/25/2014	Closed with explanation	Yes	No
Web	10/28/2014	Closed with explanation	Yes	Yes
Web	10/21/2014	Closed with explanation	Yes	Yes
Web	10/09/2014	Closed with explanation	Yes	Yes
Web	10/25/2014	Closed with explanation	Yes	Yes
Web	10/16/2014	Closed with explanation	Yes	No
Web	11/05/2014	Closed with explanation	Yes	No
Web	10/03/2014	Closed with explanation	Yes	No
Phone	10/22/2014	Closed with explanation	Yes	No
Web	10/26/2014	Closed with explanation	Yes	No
Web	10/27/2014	Closed with explanation	Yes	No
Postal mail	10/30/2014	Closed with monetary relief	Yes	No
Web	10/15/2014	Closed with explanation	Yes	No
Web	10/31/2014	Closed with non-monetary relief	Yes	No
Web	10/31/2014	Closed with explanation	Yes	Yes

Credit Card Complaints

Based on Consumer Complaints

1065210

1094473

1065248

1080237

1094481

1086732

1086637

1086641

1080342

1056527

1086674

1064495

1093941

1057703

1072308

1087088

1089881

1089936

1072492

1094909

1094912

Credit Card Complaints

Based on Consumer Complaints

10/31/2014	Credit card
10/15/2014	Credit card
10/27/2014	Credit card
10/16/2014	Credit card
10/27/2014	Credit card
10/27/2014	Credit card
10/27/2014	Credit card
10/31/2014	Credit card
10/16/2014	Credit card
10/27/2014	Credit card
10/16/2014	Credit card
10/27/2014	Credit card
10/27/2014	Credit card
11/12/2014	Credit card
10/16/2014	Credit card
10/21/2014	Credit card
10/16/2014	Credit card
10/21/2014	Credit card
10/27/2014	Credit card
10/27/2014	Credit card
10/27/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Other

Delinquent account

Billing disputes

Transaction issue

Balance transfer

Customer service / Customer relations

Other

Billing statement

Credit line increase/decrease

Credit card protection / Debt protection

Billing disputes

Cash advance fee

APR or interest rate

Late fee

Balance transfer

Credit determination

Identity theft / Fraud / Embezzlement

Identity theft / Fraud / Embezzlement

Other

Delinquent account

Other

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	IL	60480		N/A
Capital One	IA	50036		N/A
Citibank	CA	95843	Older American	N/A
JPMorgan Chase & Co.	CA	94115		N/A
Capital One	IL	60628		N/A
Amex	LA	70508		N/A
JPMorgan Chase & Co.	DC	20016		N/A
Citibank	NH	03033		N/A
Capital One	NY	14004		N/A
Bank of America	NM	88005	Older American	N/A
Synchrony Financial	TX	77031	Older American	N/A
Bank of America	MI	48236		N/A
Synchrony Financial	CA	95210		N/A
TD Bank US Holding Company	TX	75219		N/A
Wells Fargo & Company	PA	19454		N/A
Synchrony Financial	CA	91364		N/A
Barclays PLC	CO	80027		N/A
Encore Capital Group	PA	19335		N/A
Synchrony Financial	NY	12590		N/A
Bank of America	CA	93942		N/A
Synchrony Financial	VA	23227	Older American	N/A

Credit Card Complaints

Based on Consumer Complaints

Web	10/31/2014	Closed with explanation	Yes	No
Web	10/15/2014	Closed with non-monetary relief	Yes	No
Web	10/30/2014	Closed with explanation	Yes	Yes
Web	10/22/2014	Closed with monetary relief	Yes	Yes
Web	10/31/2014	Closed with explanation	Yes	No
Web	10/30/2014	Closed with monetary relief	Yes	No
Postal mail	10/30/2014	Closed with explanation	Yes	Yes
Web	10/31/2014	Closed with monetary relief	Yes	No
Referral	10/22/2014	Closed with explanation	Yes	No
Web	10/31/2014	Closed with explanation	Yes	No
Web	10/22/2014	Closed with monetary relief	Yes	Yes
Web	10/31/2014	Closed with non-monetary relief	Yes	No
Postal mail	10/31/2014	Closed with monetary relief	Yes	No
Web	11/12/2014	Closed with monetary relief	Yes	No
Postal mail	10/23/2014	Closed with non-monetary relief	Yes	No
Web	10/21/2014	Closed with non-monetary relief	Yes	No
Referral	10/22/2014	Closed with explanation	Yes	No
Phone	10/27/2014	Closed with explanation	Yes	No
Web	10/31/2014	Closed with explanation	Yes	Yes
Web	10/31/2014	Closed with explanation	Yes	No
Phone	10/31/2014	Closed with explanation	Yes	Yes

Credit Card Complaints

Based on Consumer Complaints

1094913

1072741

1090123

1073104

1089363

1090213

1090221

1095079

1073749

1090402

1073348

1090440

1089389

1112732

1073585

1079281

1075087

1080662

1089433

1090832

1090956

Credit Card Complaints

Based on Consumer Complaints

10/21/2014	Credit card
10/22/2014	Credit card
10/27/2014	Credit card
10/27/2014	Credit card
10/22/2014	Credit card
10/22/2014	Credit card
10/16/2014	Credit card
10/16/2014	Credit card
10/28/2014	Credit card
10/22/2014	Credit card
10/16/2014	Credit card
10/28/2014	Credit card
10/16/2014	Credit card
10/22/2014	Credit card
10/28/2014	Credit card
10/22/2014	Credit card
10/22/2014	Credit card
10/28/2014	Credit card
10/16/2014	Credit card
10/28/2014	Credit card
10/22/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Credit determination

Payoff process

Identity theft / Fraud / Embezzlement

Identity theft / Fraud / Embezzlement

Other fee

Other

Other

Billing disputes

Identity theft / Fraud / Embezzlement

Delinquent account

Transaction issue

Identity theft / Fraud / Embezzlement

Identity theft / Fraud / Embezzlement

Closing/Cancelling account

Customer service / Customer relations

Billing disputes

Identity theft / Fraud / Embezzlement

Billing disputes

Unsolicited issuance of credit card

Billing disputes

Other

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Citibank	OH	44046		N/A
Portfolio Recovery Associates, Inc.	OR	97201		N/A
Capital One	OH	44035		N/A
JPMorgan Chase & Co.	OH	44035		N/A
Synchrony Financial	PA	17022		N/A
Citibank	MI	48025		N/A
Capital One	MT	59105		N/A
Synchrony Financial	CA	90802		N/A
Capital One	PA	19047		N/A
Bank of America	GA	30518	Older American	N/A
Bank of America	IL	60660		N/A
HSBC North America Holdings Inc.	GA	30296		N/A
Barclays PLC	CT	06042	Older American	N/A
Wells Fargo & Company	TX	77015		N/A
Bank of America	MI	49017	Older American	N/A
U.S. Bancorp	TX	75062	Servicemember	N/A
Synchrony Financial	FL	33032		N/A
Capital One	MD	20906		N/A
Citibank	ID	83854	Older American	N/A
U.S. Bancorp	NY	10520		N/A
Citibank	CA	91304		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	10/21/2014	Closed with explanation	Yes	Yes
Web	10/22/2014	Closed with non-monetary relief	Yes	No
Referral	10/31/2014	Closed with explanation	Yes	No
Referral	10/31/2014	Closed with explanation	Yes	No
Web	10/22/2014	Closed with monetary relief	Yes	No
Web	10/22/2014	Closed with non-monetary relief	Yes	No
Web	10/22/2014	Closed with explanation	Yes	Yes
Web	10/22/2014	Closed with monetary relief	Yes	Yes
Web	10/31/2014	Closed with explanation	Yes	No
Web	10/22/2014	Closed with explanation	Yes	No
Web	10/16/2014	Closed with explanation	Yes	Yes
Web	10/28/2014	Closed with explanation	Yes	No
Phone	10/23/2014	Closed with explanation	Yes	No
Referral	10/28/2014	Closed with explanation	Yes	Yes
Web	11/03/2014	Closed with explanation	Yes	Yes
Postal mail	10/28/2014	Closed with explanation	Yes	No
Web	10/22/2014	Closed with non-monetary relief	Yes	No
Web	11/03/2014	Closed with monetary relief	Yes	No
Web	10/16/2014	Closed with non-monetary relief	Yes	No
Postal mail	11/01/2014	Closed with explanation	Yes	Yes
Web	10/22/2014	Closed with explanation	Yes	Yes

Credit Card Complaints

Based on Consumer Complaints

1079300

1081475

1088835

1088837

1081493

1081497

1073062

1073905

1088759

1081573

1075144

1087164

1073967

1081819

1087251

1081638

1081732

1087327

1074081

1087408

1081851

Credit Card Complaints

Based on Consumer Complaints

10/31/2014	Credit card
10/28/2014	Credit card
10/22/2014	Credit card
11/05/2014	Credit card
10/28/2014	Credit card
11/14/2014	Credit card
11/05/2014	Credit card
11/17/2014	Credit card
10/22/2014	Credit card
12/04/2014	Credit card
10/28/2014	Credit card
10/17/2014	Credit card
10/17/2014	Credit card
11/05/2014	Credit card
10/17/2014	Credit card
10/17/2014	Credit card
11/03/2014	Credit card
11/05/2014	Credit card
10/22/2014	Credit card
10/31/2014	Credit card
10/17/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Identity theft / Fraud / Embezzlement

Closing/Cancelling account

Payoff process

APR or interest rate

Advertising and marketing

Billing disputes

APR or interest rate

Credit determination

Billing disputes

Credit determination

Other fee

Credit card protection / Debt protection

Other

APR or interest rate

Other

Identity theft / Fraud / Embezzlement

Late fee

Billing statement

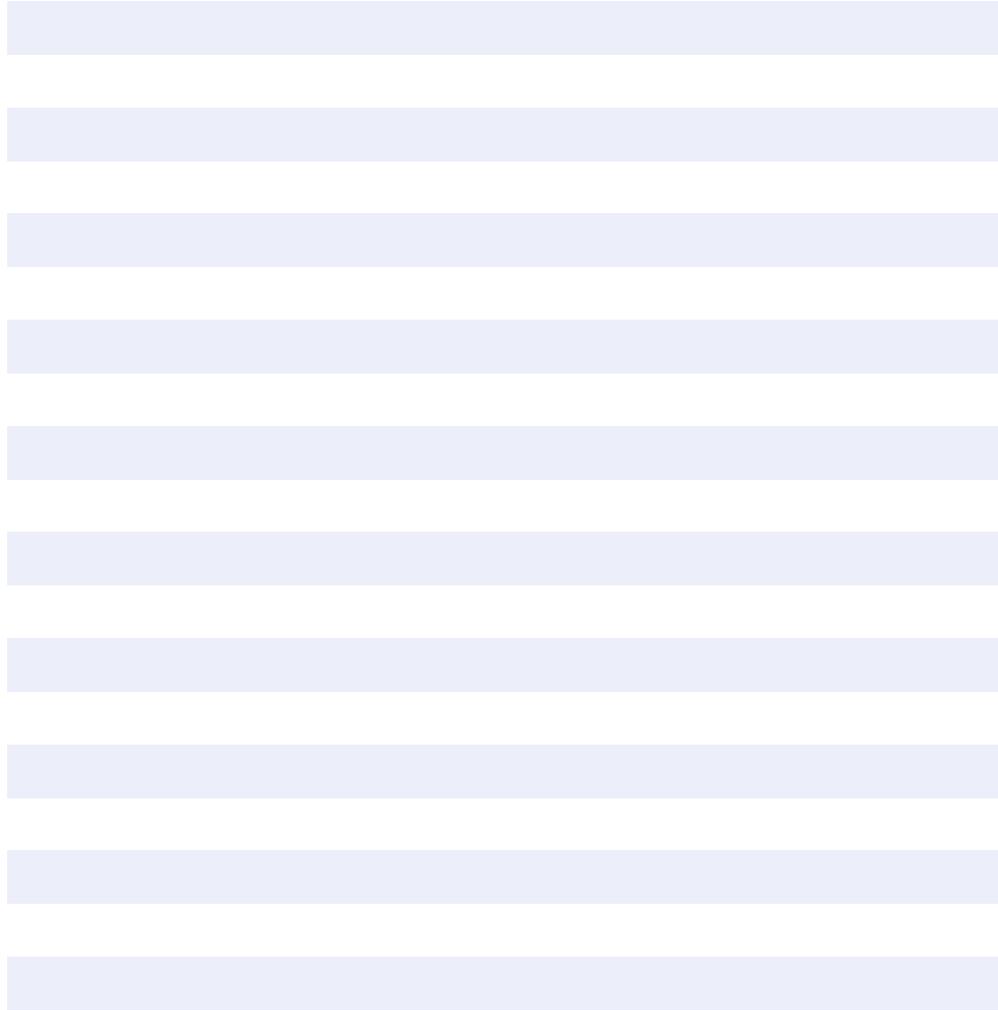
Other

Identity theft / Fraud / Embezzlement

Billing disputes

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	OH	44035		N/A
Wells Fargo & Company	CT	06810		N/A
Citibank	PA	18324		N/A
Bank of America	IL	60442		N/A
Discover	GA	30092	Older American	N/A
Citibank	IA	50452		N/A
M&T Bank Corporation	MD	21117		N/A
Synchrony Financial	TX	77034		N/A
Capital One	CA	90275		N/A
Amex	OK	73102		N/A
Citibank	FL	39292		N/A
Bank of America	CA	94089		N/A
Navy FCU	CA	91350		N/A
JPMorgan Chase & Co.	MD	21144	Servicemember	N/A
FirstMerit Bank	OH	44646		N/A
Barclays PLC	HI	96744		N/A
TD Bank US Holding Company	CA	92176		N/A
PayPal Holdings, Inc.	TX	78704		N/A
Citibank	AZ	85022	Older American	N/A
Synchrony Financial	ND	58601		N/A
Barclays PLC	NY	11968		N/A

Credit Card Complaints

Based on Consumer Complaints

Referral	11/06/2014	Closed with explanation	Yes	No
Web	11/03/2014	Closed with explanation	Yes	No
Web	10/22/2014	Closed with explanation	Yes	Yes
Postal mail	11/06/2014	Closed with explanation	Yes	Yes
Phone	11/01/2014	Closed with explanation	Yes	No
Referral	11/18/2014	Closed with monetary relief	Yes	No
Referral	11/06/2014	Closed	Yes	No
Postal mail	11/20/2014	Closed with explanation	Yes	Yes
Web	10/22/2014	Closed with explanation	Yes	Yes
Referral	12/09/2014	Closed with explanation	Yes	No
Referral	11/19/2014	Closed with monetary relief	Yes	No
Web	10/17/2014	Closed with non-monetary relief	Yes	No
Web	10/27/2014	Closed with explanation	Yes	No
Web	11/05/2014	Closed with monetary relief	Yes	No
Web	10/23/2014	Closed with explanation	Yes	No
Referral	12/01/2014	Closed with explanation	Yes	No
Web	11/06/2014	Closed with explanation	Yes	Yes
Web	11/17/2014	Closed with explanation	Yes	No
Phone	11/26/2014	Closed with explanation	Yes	No
Web	11/06/2014	Closed with non-monetary relief	Yes	No
Web	10/17/2014	Closed with explanation	Yes	Yes

Credit Card Complaints

Based on Consumer Complaints

1096697

1087472

1081187

1102827

1087540

1117573

1102900

1120105

1081269

1143141

1088304

1075297

1075313

1103176

1075377

1075379

1099451

1103204

1081291

1095418

1075537

Credit Card Complaints

Based on Consumer Complaints

11/05/2014	Credit card
10/22/2014	Credit card
10/22/2014	Credit card
11/05/2014	Credit card
11/14/2014	Credit card
11/05/2014	Credit card
11/05/2014	Credit card
11/10/2014	Credit card
11/12/2014	Credit card
11/10/2014	Credit card
11/01/2014	Credit card
11/15/2014	Credit card
11/06/2014	Credit card
11/01/2014	Credit card
11/20/2014	Credit card
11/06/2014	Credit card
11/15/2014	Credit card
11/15/2014	Credit card
11/15/2014	Credit card
11/06/2014	Credit card
11/15/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Advertising and marketing

Transaction issue

Other

Closing/Cancelling account

Other

Credit line increase/decrease

APR or interest rate

Other

Delinquent account

Other

Other

Advertising and marketing

Billing disputes

Advertising and marketing

Billing disputes

Credit determination

Advertising and marketing

Billing disputes

Other fee

Customer service / Customer relations

Transaction issue

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Synchrony Financial	NJ	08016		N/A
IBERIABANK	MA	01945		N/A
Bank of America	MD	20770		N/A
Fifth Third Financial Corporation	FL	32703		N/A
JPMorgan Chase & Co.	TX	76028		N/A
Bank of America	CA	93550		N/A
Bank of America	IL	60423		N/A
JPMorgan Chase & Co.	NJ	07712		N/A
Bank of America	GA	31708		N/A
Bank of America	NC	28731	Older American	N/A
Capital One	PA	19131		N/A
JPMorgan Chase & Co.	PA	15217		N/A
Wells Fargo & Company	ID	83634		N/A
Synchrony Financial	NY	14609		N/A
Citibank	NC	28216		N/A
Capital One	OK	74873		N/A
Amex	TX	77566		N/A
Citibank	NY	14224		N/A
Bank of America	TX	76856	Older American	N/A
Amex	MD	21236		N/A
Citibank	MI	49690		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	11/05/2014	Closed with monetary relief	Yes	No
Referral	10/28/2014	Closed with explanation	Yes	No
Referral	12/20/2014	Closed with explanation	Yes	No
Web	11/05/2014	Closed with explanation	Yes	No
Web	11/14/2014	Closed with explanation	Yes	Yes
Postal mail	11/06/2014	Closed with explanation	Yes	No
Web	11/05/2014	Closed with non-monetary relief	Yes	No
Postal mail	11/14/2014	Closed with explanation	Yes	No
Referral	11/17/2014	Closed with explanation	Yes	No
Phone	11/13/2014	Closed with explanation	Yes	No
Web	11/01/2014	Closed with explanation	Yes	No
Web	11/15/2014	Closed with explanation	Yes	No
Referral	11/12/2014	Closed with explanation	Yes	No
Web	11/01/2014	Closed with explanation	Yes	No
Web	11/25/2014	Closed with monetary relief	Yes	No
Web	11/06/2014	Closed with explanation	Yes	No
Web	11/15/2014	Closed with explanation	Yes	No
Web	11/15/2014	Closed with explanation	Yes	Yes
Web	11/15/2014	Closed with explanation	Yes	No
Web	11/06/2014	Closed with monetary relief	Yes	Yes
Web	11/15/2014	Closed with monetary relief	Yes	No

Credit Card Complaints

Based on Consumer Complaints

1102251

1081333

1081254

1103551

1117600

1103587

1103591

1110322

1115635

1110334

1097204

1118384

1104457

1097147

1131891

1104483

1118451

1118454

1118469

1104556

1118326

Credit Card Complaints

Based on Consumer Complaints

11/10/2014	Credit card
11/15/2014	Credit card
11/06/2014	Credit card
11/15/2014	Credit card
11/06/2014	Credit card
11/15/2014	Credit card
11/06/2014	Credit card
11/02/2014	Credit card
11/15/2014	Credit card
11/15/2014	Credit card
11/16/2014	Credit card
11/02/2014	Credit card
11/02/2014	Credit card
11/11/2014	Credit card
11/02/2014	Credit card
11/06/2014	Credit card
11/16/2014	Credit card
11/11/2014	Credit card
11/02/2014	Credit card
11/11/2014	Credit card
11/11/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Other

Payoff process

Delinquent account

Other

Delinquent account

Billing statement

Late fee

Billing disputes

Credit card protection / Debt protection

Billing disputes

Billing disputes

Other

Delinquent account

Other

Identity theft / Fraud / Embezzlement

Credit determination

Billing disputes

Unsolicited issuance of credit card

Other

Transaction issue

Other

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Wells Fargo & Company	NV	89117		N/A
Synchrony Financial	PA	17004		N/A
Citibank	CA	95406		N/A
TransUnion Intermediate Holdings, Inc.	IL	61801		N/A
Capital One	CA	95406		N/A
Citibank	IL	60514		N/A
Synchrony Financial	TX	77378		N/A
Navy FCU	MD	20723		N/A
Cavalry Investments, LLC	GA	30341		N/A
Capital One	MI	48009	Older American	N/A
Barclays PLC	TX	77207		N/A
Synchrony Financial	NY	11520		N/A
Citibank	SC	29073		N/A
Bank of America	OR	97374		N/A
JPMorgan Chase & Co.	SC	29073		N/A
Synchrony Financial	NY	14748		N/A
Amex	NY	10536		N/A
Synchrony Financial	CA	95482		N/A
Capital One	UT	84770		N/A
Wells Fargo & Company	FL	32137		N/A
Wells Fargo & Company	TX	78253	Servicemember	N/A

Credit Card Complaints

Based on Consumer Complaints

Postal mail	11/17/2014	Closed	Yes	No
Web	11/19/2014	Closed with explanation	Yes	No
Web	11/06/2014	Closed with explanation	Yes	Yes
Web	11/15/2014	Closed with explanation	Yes	No
Web	11/06/2014	Closed with explanation	Yes	No
Web	11/15/2014	Closed with explanation	Yes	Yes
Referral	11/12/2014	Closed with explanation	Yes	No
Web	11/07/2014	Closed with explanation	Yes	No
Web	11/18/2014	Closed with explanation	Yes	Yes
Web	11/15/2014	Closed with explanation	Yes	No
Web	11/16/2014	Closed with explanation	Yes	Yes
Web	11/06/2014	Closed with monetary relief	Yes	No
Web	11/06/2014	Closed with explanation	Yes	No
Web	11/11/2014	Closed with explanation	Yes	No
Web	11/02/2014	Closed with explanation	Yes	No
Postal mail	11/06/2014	Closed with explanation	Yes	No
Web	11/19/2014	Closed with explanation	Yes	No
Web	11/11/2014	Closed with explanation	Yes	Yes
Web	11/06/2014	Closed with explanation	Yes	No
Web	11/17/2014	Closed with explanation	Yes	No
Web	11/11/2014	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

1110620

1118490

1104589

1118519

1104590

1118571

1104566

1097501

1120635

1119001

1118721

1097532

1097538

1111337

1097539

1104709

1118781

1111362

1097580

1111397

1111414

Credit Card Complaints

Based on Consumer Complaints

11/02/2014	Credit card
11/02/2014	Credit card
11/02/2014	Credit card
11/03/2014	Credit card
11/17/2014	Credit card
11/06/2014	Credit card
11/20/2014	Credit card
11/11/2014	Credit card
11/11/2014	Credit card
11/03/2014	Credit card
11/11/2014	Credit card
11/11/2014	Credit card
11/11/2014	Credit card
11/17/2014	Credit card
11/11/2014	Credit card
11/11/2014	Credit card
11/11/2014	Credit card
11/06/2014	Credit card
11/20/2014	Credit card
11/12/2014	Credit card
11/12/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Delinquent account

Billing disputes

Other

Unsolicited issuance of credit card

Identity theft / Fraud / Embezzlement

Delinquent account

Transaction issue

Advertising and marketing

Rewards

Billing disputes

Identity theft / Fraud / Embezzlement

Balance transfer

Credit card protection / Debt protection

Customer service / Customer relations

Forbearance / Workout plans

Delinquent account

Identity theft / Fraud / Embezzlement

Delinquent account

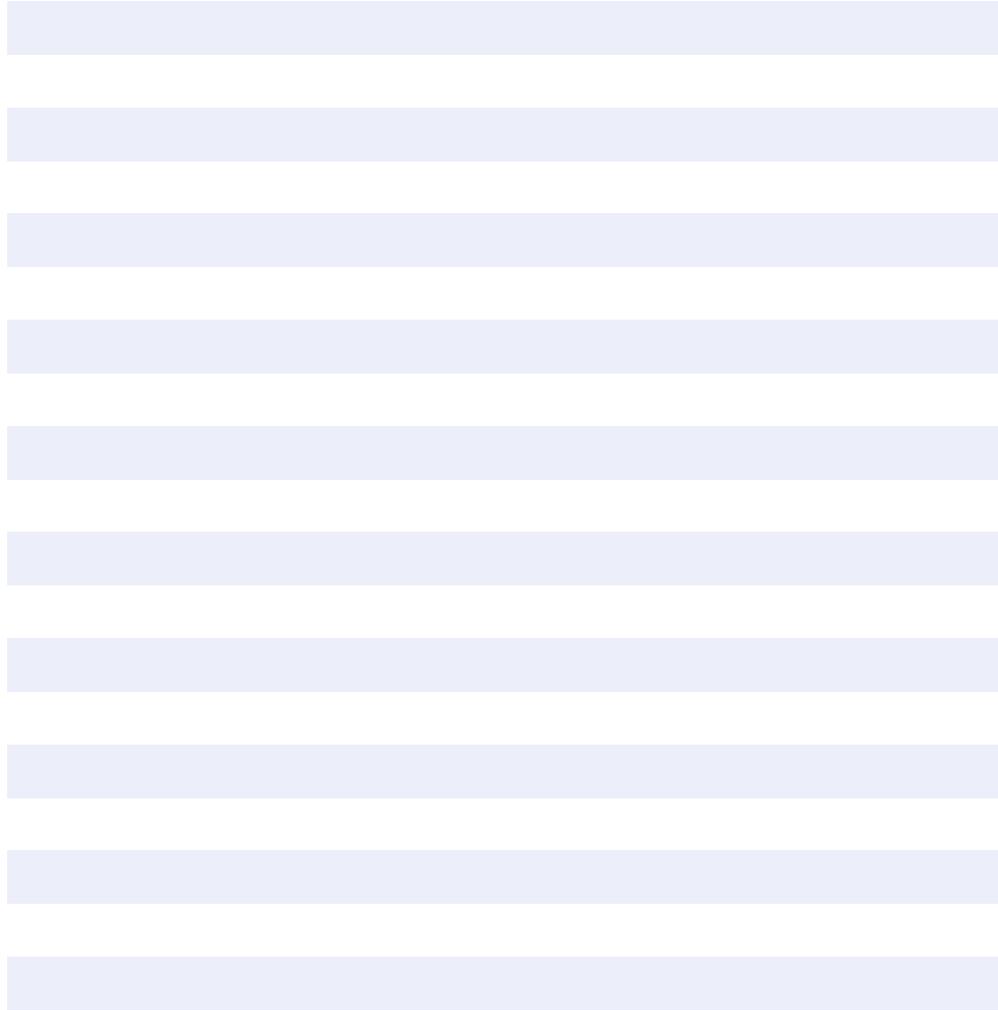
Other

Billing statement

Balance transfer

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Company chooses not to provide a public response

Credit Card Complaints

Based on Consumer Complaints

Santander Consumer USA Holdings Inc	MD	20832		N/A
JPMorgan Chase & Co.	FL	33596		N/A
Synchrony Financial	NY	10463	Older American	N/A
PayPal Holdings, Inc.	NY	10040		N/A
Discover	MT	59858		N/A
JPMorgan Chase & Co.	TX	77479		N/A
Bank of America	MA	02127		N/A
Capital One	NJ	08620		N/A
U.S. Bancorp	AZ	85260		N/A
JPMorgan Chase & Co.	VA	23116		N/A
Synchrony Financial	CA	92883		N/A
Citibank	NC	28203		N/A
Capital One	OH	43224		N/A
First Tennessee Bank	GA	30101		N/A
Amex	RI	02895		N/A
Discover	FL	34470		N/A
Navy FCU	NC	28273		N/A
U.S. Bancorp	MI	48601		N/A
Citibank	HI	96734		N/A
Amex	TN	38115		N/A
Discover	NY	10011		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	11/03/2014	Closed with explanation	Yes	No
Web	11/02/2014	Closed with explanation	Yes	Yes
Web	11/06/2014	Closed with explanation	Yes	No
Web	11/07/2014	Closed with explanation	Yes	No
Web	11/17/2014	Closed with explanation	Yes	No
Web	11/12/2014	Closed with explanation	Yes	No
Web	11/28/2014	Closed with explanation	Yes	No
Web	11/11/2014	Closed with non-monetary relief	Yes	Yes
Web	05/15/2015	Closed	Yes	No
Web	11/03/2014	Closed with explanation	Yes	No
Web	11/17/2014	Closed with monetary relief	Yes	No
Web	11/11/2014	Closed with monetary relief	Yes	No
Web	11/11/2014	Closed with monetary relief	Yes	Yes
Referral	11/21/2014	Closed with explanation	Yes	No
Web	11/11/2014	Closed with non-monetary relief	Yes	No
Web	11/11/2014	Closed with non-monetary relief	Yes	No
Web	11/11/2014	Closed with explanation	Yes	Yes
Postal mail	11/12/2014	Closed with explanation	Yes	Yes
Referral	11/26/2014	Closed with explanation	Yes	No
Web	11/12/2014	Closed with non-monetary relief	Yes	No
Web	11/12/2014	Closed with monetary relief	Yes	No

Credit Card Complaints

Based on Consumer Complaints

1099429

1097662

1097699

1097754

1119033

1104526

1132572

1111876

1111521

1097795

1111750

1111544

1111890

1119313

1111674

1111681

1111721

1105111

1126538

1113433

1111952

Credit Card Complaints

Based on Consumer Complaints

11/12/2014	Credit card
11/17/2014	Credit card
11/12/2014	Credit card
11/12/2014	Credit card
11/17/2014	Credit card
11/17/2014	Credit card
11/12/2014	Credit card
11/12/2014	Credit card
11/12/2014	Credit card
11/20/2014	Credit card
11/12/2014	Credit card
11/17/2014	Credit card
11/21/2014	Credit card
11/17/2014	Credit card
11/21/2014	Credit card
11/21/2014	Credit card
11/17/2014	Credit card
11/17/2014	Credit card
11/17/2014	Credit card
11/03/2014	Credit card
11/03/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Late fee

Billing disputes

Advertising and marketing

Credit determination

Delinquent account

Billing disputes

Late fee

Identity theft / Fraud / Embezzlement

Late fee

Late fee

Delinquent account

Billing disputes

Other fee

Arbitration

Transaction issue

Identity theft / Fraud / Embezzlement

Billing statement

Credit card protection / Debt protection

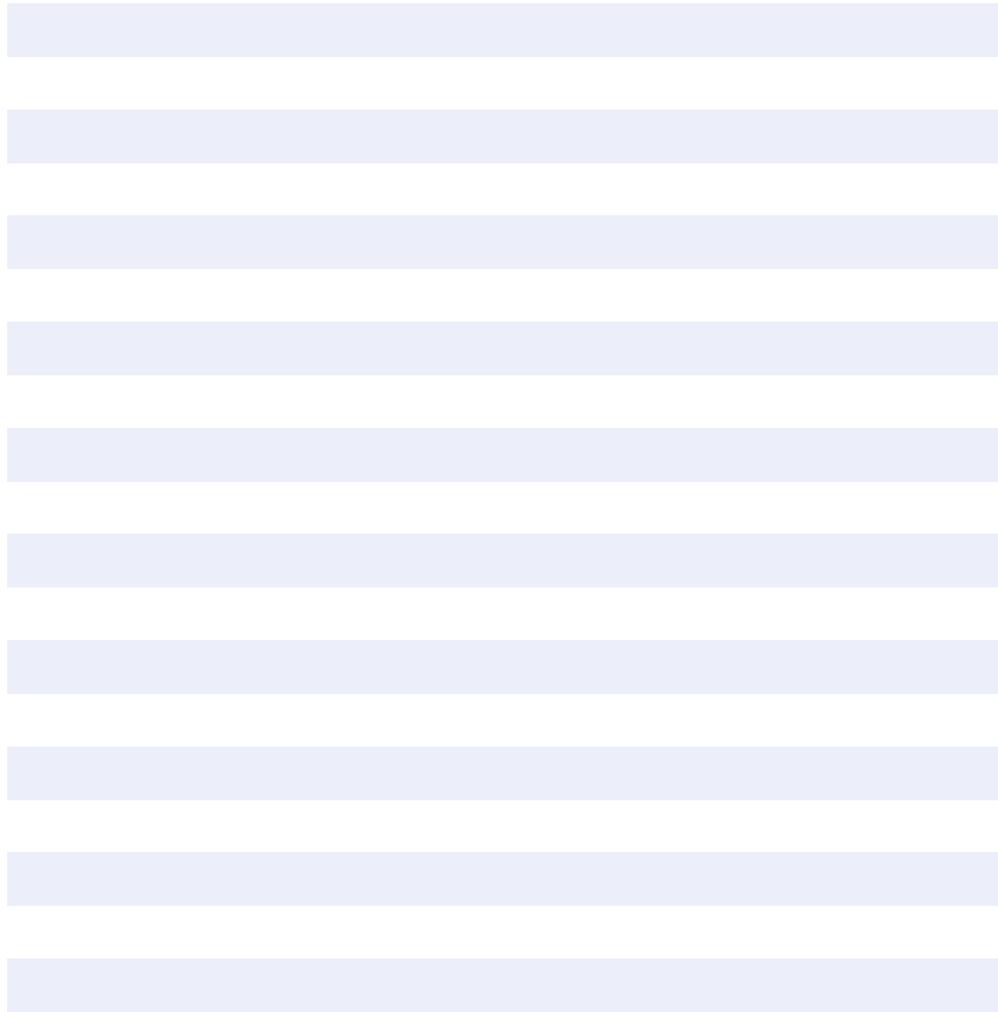
Unsolicited issuance of credit card

Other

Credit determination

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Capital One	CA	91709		N/A
Synchrony Financial	TX	77302	Servicemember	N/A
Capital One	GA	30035	Older American	N/A
Wells Fargo & Company	NC	27834		N/A
Capital One	NY	12517		N/A
Citibank	VA	22032	Older American	N/A
Citibank	VA	23435		N/A
Amex	CA	92562	Servicemember	N/A
Wells Fargo & Company	NC	27530	Older American	N/A
Bank of America	VA	22407		N/A
Barclays PLC	LA	70598		N/A
Citibank	NJ	07920		N/A
Citibank	NJ	08701		N/A
JPMorgan Chase & Co.	NJ	07090		N/A
Capital One	NC	27313		N/A
Capital One	AL	35226		N/A
Bank of America	CA	92130		N/A
Citibank	PA	15126	Servicemember	N/A
Synchrony Financial	NM	87506	Older American	N/A
Capital One	FL	34472	Servicemember	N/A
Barclays PLC	MD	21798		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	11/12/2014	Closed with explanation	Yes	No
Web	11/17/2014	Closed with monetary relief	Yes	No
Web	11/12/2014	Closed with monetary relief	Yes	No
Postal mail	11/17/2014	Closed with explanation	Yes	Yes
Referral	11/19/2014	Closed with explanation	Yes	No
Phone	11/18/2014	Closed with explanation	Yes	Yes
Web	11/12/2014	Closed with monetary relief	Yes	No
Phone	11/13/2014	Closed with explanation	Yes	No
Phone	11/13/2014	Closed with explanation	Yes	No
Web	11/20/2014	Closed with explanation	Yes	No
Web	11/12/2014	Closed with explanation	Yes	No
Web	11/17/2014	Closed with explanation	Yes	Yes
Web	11/21/2014	Closed with monetary relief	Yes	No
Phone	11/18/2014	Closed with explanation	Yes	Yes
Web	11/21/2014	Closed with monetary relief	Yes	No
Web	11/28/2014	Closed with explanation	Yes	Yes
Web	11/17/2014	Closed with explanation	Yes	No
Phone	11/20/2014	Closed with monetary relief	Yes	No
Web	11/17/2014	Closed with non-monetary relief	Yes	No
Phone	11/05/2014	Closed with explanation	Yes	No
Web	11/03/2014	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

1112109

1119327

1112160

1113475

1119415

1120794

1112386

1113862

1112430

1124175

1112574

1119752

1134711

1120898

1144071

1134814

1120932

1119988

1120938

1097998

1098077

Credit Card Complaints

Based on Consumer Complaints

11/03/2014	Credit card
11/18/2014	Credit card
11/18/2014	Credit card
11/03/2014	Credit card
11/18/2014	Credit card
11/03/2014	Credit card
10/28/2014	Credit card
11/18/2014	Credit card
11/03/2014	Credit card
10/28/2014	Credit card
11/12/2014	Credit card
11/18/2014	Credit card
11/12/2014	Credit card
11/03/2014	Credit card
10/28/2014	Credit card
10/28/2014	Credit card
10/28/2014	Credit card
11/06/2014	Credit card
11/18/2014	Credit card
10/29/2014	Credit card
11/06/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Other

Unsolicited issuance of credit card

APR or interest rate

Other

Billing disputes

Delinquent account

Customer service / Customer relations

Delinquent account

Billing disputes

Identity theft / Fraud / Embezzlement

Other fee

Credit determination

Other

APR or interest rate

Billing statement

Balance transfer

Other

Closing/Cancelling account

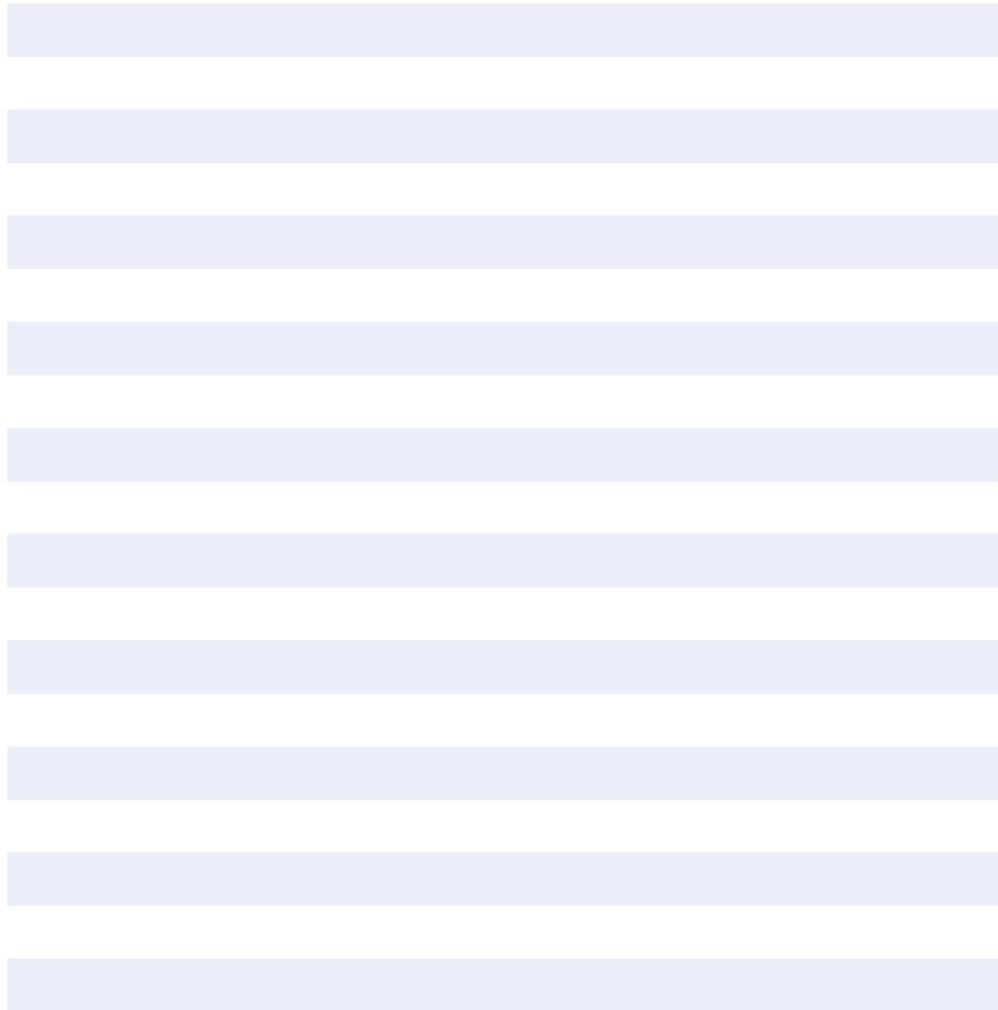
Identity theft / Fraud / Embezzlement

APR or interest rate

Credit line increase/decrease

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Wells Fargo & Company	CO	80424		N/A
JPMorgan Chase & Co.	WA	98121		N/A
Citibank	ME	04410		N/A
Synchrony Financial	MD	20874	Older American	N/A
Synchrony Financial	CA	90278		N/A
Citibank	FL	33707		N/A
Synchrony Financial	AK	99501		N/A
JPMorgan Chase & Co.	NJ	07030		N/A
First National Bank of Omaha	MN	55117		N/A
Discover	CA	93312	Older American	N/A
JPMorgan Chase & Co.	MD	20816		N/A
Citibank	MS	39350		N/A
Wells Fargo & Company	AL	35173		N/A
JPMorgan Chase & Co.	TX	78006		N/A
JPMorgan Chase & Co.	MD	20768		N/A
U.S. Bancorp	IA	50265		N/A
JPMorgan Chase & Co.	MA	01083		N/A
Citibank	CA	90212		N/A
U.S. Bancorp	CA	94553		N/A
JPMorgan Chase & Co.	FL	33445		N/A
Bank of America	CA	91320		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	11/04/2014	Closed with explanation	Yes	No
Web	11/18/2014	Closed with monetary relief	Yes	Yes
Web	11/18/2014	Closed with explanation	Yes	No
Phone	11/05/2014	Closed with monetary relief	Yes	No
Web	11/18/2014	Closed with explanation	Yes	No
Web	11/10/2014	Closed with explanation	Yes	No
Web	11/03/2014	Closed with explanation	Yes	No
Web	11/18/2014	Closed with explanation	Yes	No
Web	11/03/2014	Closed with explanation	Yes	No
Web	11/03/2014	Closed with monetary relief	Yes	Yes
Web	11/12/2014	Closed with monetary relief	Yes	No
Web	11/18/2014	Closed with non-monetary relief	Yes	Yes
Web	11/12/2014	Closed with explanation	Yes	Yes
Web	11/03/2014	Closed with explanation	Yes	No
Web	11/03/2014	Closed with explanation	Yes	No
Web	10/28/2014	Closed with monetary relief	Yes	No
Postal mail	11/03/2014	Closed with explanation	Yes	No
Web	11/13/2014	Closed with explanation	Yes	No
Web	11/18/2014	Closed with explanation	Yes	No
Web	10/29/2014	Closed with monetary relief	Yes	No
Referral	11/06/2014	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

1099472

1121079

1121080

1099478

1120581

1098354

1088146

1121294

1098429

1088256

1112739

1121426

1112799

1098598

1088367

1088412

1088423

1106037

1121640

1091142

1105513

Credit Card Complaints

Based on Consumer Complaints

10/29/2014	Credit card
11/06/2014	Credit card
10/29/2014	Credit card
11/12/2014	Credit card
11/06/2014	Credit card
11/03/2014	Credit card
10/29/2014	Credit card
11/12/2014	Credit card
11/03/2014	Credit card
11/06/2014	Credit card
10/29/2014	Credit card
11/04/2014	Credit card
11/06/2014	Credit card
11/18/2014	Credit card
10/29/2014	Credit card
12/03/2014	Credit card
11/04/2014	Credit card
12/04/2014	Credit card
12/04/2014	Credit card
11/13/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Billing disputes

Billing disputes

Billing disputes

APR or interest rate

Closing/Cancelling account

Identity theft / Fraud / Embezzlement

Billing disputes

Credit determination

Closing/Cancelling account

Transaction issue

Delinquent account

Rewards

Transaction issue

Billing disputes

Identity theft / Fraud / Embezzlement

Other fee

Identity theft / Fraud / Embezzlement

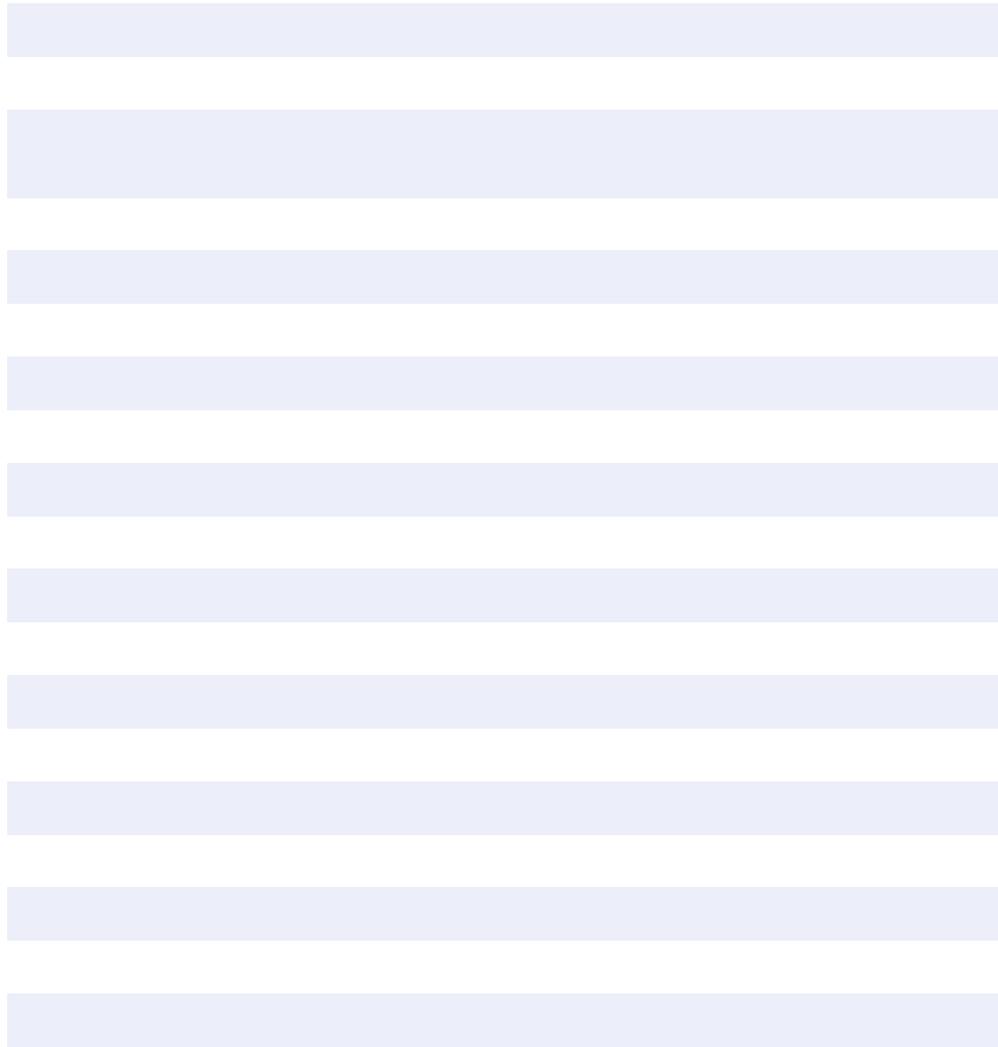
Billing disputes

Credit line increase/decrease

Other

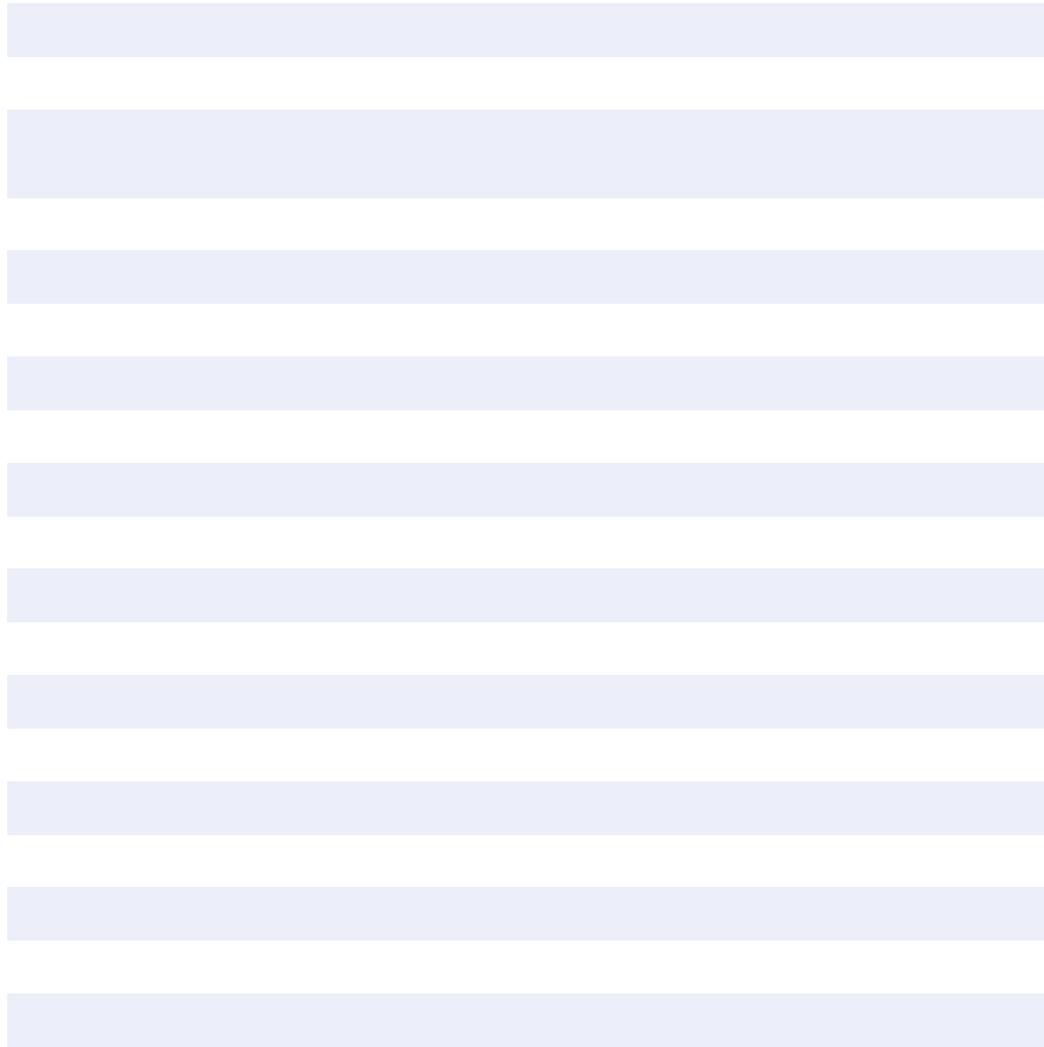
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Citibank	MA	02131		N/A
Amex	CA	92691	Servicemember	N/A
Synchrony Financial	CA	90501		N/A
Discover	AZ	86409	Older American, Servicemember	N/A
Amex	NJ	08504		N/A
Discover	FL	33981	Older American	N/A
HSBC North America Holdings Inc.	NY	14052		N/A
Synchrony Financial	TX	76009		N/A
USAA Savings	VA	22556	Servicemember	N/A
HSBC North America Holdings Inc.	NY	11727		N/A
Bank of America	WA	98373		N/A
Barclays PLC	NC	28078		N/A
Synchrony Financial	OK	74120		N/A
Citibank	TX	75252		N/A
Capital One	NY	13634		N/A
Encore Capital Group	PA	15068		N/A
Citibank	NC	27524		N/A
JPMorgan Chase & Co.	IL	61377		N/A
Capital One	CT	06810		N/A
Bank of America	FL	34471	Older American	N/A

Credit Card Complaints

Based on Consumer Complaints

Web	11/04/2014	Closed with monetary relief	Yes	No
Web	11/13/2014	Closed with explanation	Yes	Yes
Web	11/04/2014	Closed with explanation	Yes	No
Phone	11/13/2014	Closed with monetary relief	Yes	No
Fax	11/12/2014	Closed with explanation	Yes	No
Web	11/03/2014	Closed with non-monetary relief	Yes	No
Referral	11/03/2014	Closed with explanation	Yes	No
Postal mail	11/17/2014	Closed with explanation	Yes	No
Web	11/03/2014	Closed with explanation	Yes	No
Web	11/06/2014	Closed with explanation	Yes	No
Web	11/04/2014	Closed with explanation	Yes	No
Web	11/04/2014	Closed with explanation	Yes	Yes
Web	11/06/2014	Closed with explanation	Yes	No
Web	11/18/2014	Closed with monetary relief	Yes	Yes
Web	11/04/2014	Closed with monetary relief	Yes	No
Phone	12/09/2014	Closed with explanation	Yes	No
Web	11/04/2014	Closed with explanation	Yes	No
Referral	12/08/2014	Closed with monetary relief	Yes	No
Referral	12/08/2014	Closed with explanation	Yes	No
Web	11/13/2014	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

1091151

1106135

1091195

1113051

1105577

1099001

1091507

1113172

1098273

1105834

1092783

1100037

1105921

1122043

1091580

1142317

1100106

1142323

1142326

1114171

Credit Card Complaints

Based on Consumer Complaints

10/29/2014	Credit card
10/29/2014	Credit card
12/04/2014	Credit card
11/26/2014	Credit card
11/07/2014	Credit card
11/13/2014	Credit card
11/26/2014	Credit card
11/07/2014	Credit card
11/04/2014	Credit card
11/13/2014	Credit card
11/07/2014	Credit card
11/26/2014	Credit card
12/04/2014	Credit card
11/04/2014	Credit card
10/29/2014	Credit card
10/29/2014	Credit card
11/04/2014	Credit card
11/13/2014	Credit card
11/07/2014	Credit card
12/04/2014	Credit card
11/07/2014	Credit card
11/07/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Late fee

Billing disputes

APR or interest rate

Billing disputes

Billing disputes

Sale of account

Customer service / Customer relations

Customer service / Customer relations

Credit card protection / Debt protection

Unsolicited issuance of credit card

Other

Billing disputes

Delinquent account

Transaction issue

Closing/Cancelling account

Identity theft / Fraud / Embezzlement

Credit determination

Advertising and marketing

Credit determination

Identity theft / Fraud / Embezzlement

Credit card protection / Debt protection

Billing disputes

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Wells Fargo & Company	PA	18940		N/A
Capital One	IL	99999		N/A
JPMorgan Chase & Co.	AZ	85621		N/A
Synchrony Financial	TX	78526		N/A
Citibank	CA	92572		N/A
Capital One	PA	18901		N/A
Capital One	CA	94544		N/A
Bank of America	CA	91207	Older American	N/A
Capital One	TX	75713		N/A
U.S. Bancorp	PA	15330		N/A
HSBC North America Holdings Inc.	LA	70817		N/A
Capital One	NY	14712		N/A
Alpha Recovery Corp	FL	32303		N/A
Bank of the West	CA	95030		N/A
Synchrony Financial	WI	53214		N/A
Bank of America	SC	29201		N/A
Synchrony Financial	GA	30126		N/A
Citibank	CA	92612		N/A
JPMorgan Chase & Co.	VA	20111		N/A
Comerica	OK	74135		N/A
JPMorgan Chase & Co.	NH	03846	Older American	N/A
Bank of America	FL	33037		N/A

Credit Card Complaints

Based on Consumer Complaints

Referral	11/01/2014	Closed with explanation	Yes	No
Referral	11/04/2014	Closed with explanation	Yes	No
Web	12/04/2014	Closed with explanation	Yes	Yes
Web	12/01/2014	Closed with explanation	Yes	No
Web	11/07/2014	Closed with monetary relief	Yes	Yes
Referral	11/14/2014	Closed with explanation	Yes	No
Web	11/26/2014	Closed with explanation	Yes	No
Web	11/07/2014	Closed with explanation	Yes	Yes
Web	11/04/2014	Closed with explanation	Yes	No
Postal mail	11/17/2014	Closed with non-monetary relief	Yes	No
Web	01/13/2015	Closed with explanation	Yes	No
Web	11/26/2014	Closed with explanation	Yes	No
Web	12/08/2014	Closed with non-monetary relief	Yes	Yes
Phone	11/07/2014	Closed with monetary relief	Yes	No
Web	10/29/2014	Closed with explanation	Yes	Yes
Referral	11/04/2014	Closed with explanation	Yes	No
Web	11/07/2014	Closed with explanation	Yes	No
Web	11/13/2014	Closed with explanation	Yes	No
Web	11/13/2014	Closed with explanation	Yes	Yes
Referral	12/09/2014	Closed with explanation	Yes	No
Web	11/24/2014	Closed with explanation	Yes	No
Web	11/13/2014	Closed with explanation	Yes	Yes

Credit Card Complaints

Based on Consumer Complaints

1093059

1093028

1142363

1133902

1108371

1114769

1133909

1106752

1100172

1114519

1108161

1133989

1142504

1101180

1091536

1091817

1101704

1114263

1108058

1142977

1106865

1108360

Credit Card Complaints

Based on Consumer Complaints

11/07/2014	Credit card
11/13/2014	Credit card
11/13/2014	Credit card
11/13/2014	Credit card
12/04/2014	Credit card
11/28/2014	Credit card
12/04/2014	Credit card
12/04/2014	Credit card
10/29/2014	Credit card
10/29/2014	Credit card
11/21/2014	Credit card
11/13/2014	Credit card
12/02/2014	Credit card
11/28/2014	Credit card
10/29/2014	Credit card
11/28/2014	Credit card
11/13/2014	Credit card
11/23/2014	Credit card
11/07/2014	Credit card
11/21/2014	Credit card
11/07/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Late fee

Late fee

Delinquent account

Billing disputes

Rewards

Identity theft / Fraud / Embezzlement

Closing/Cancelling account

Billing disputes

Delinquent account

Delinquent account

Closing/Cancelling account

Other

Billing disputes

Delinquent account

Credit line increase/decrease

Other

Billing disputes

Payoff process

Identity theft / Fraud / Embezzlement

Other

Delinquent account

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Wells Fargo & Company	VA	23693		N/A
Citibank	UT	84120		N/A
Amex	IL	61571		N/A
Citibank	NJ	08054		N/A
Ocwen	PA	17347		N/A
Amex	FL	33062		N/A
First National Bank of Omaha	GA	30349	Older American	N/A
Barclays PLC	MD	20854	Older American	N/A
Citibank	MI	48197		N/A
Bank of America	IA	52803		N/A
Barclays PLC	FL	32119		N/A
Discover				N/A
JPMorgan Chase & Co.	NY	10023		N/A
Wells Fargo & Company	FL	33428		N/A
Citibank	MA	01843		N/A
Capital One	AZ	85205	Older American	N/A
Citibank	NJ	08873		N/A
Synchrony Financial	PA	19027		N/A
Synchrony Financial	SC	29202		N/A
TD Bank US Holding Company	NJ	07095		N/A
Nationwide Financial Group	FL	33323		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	11/12/2014	Closed with explanation	Yes	Yes
Web	11/13/2014	Closed with monetary relief	Yes	No
Web	11/13/2014	Closed with explanation	Yes	Yes
Postal mail	11/18/2014	Closed with explanation	Yes	No
Referral	12/09/2014	Closed with explanation	Yes	No
Web	12/04/2014	Closed with explanation	Yes	No
Phone	02/02/2015	Closed with explanation	Yes	Yes
Web	12/04/2014	Closed with monetary relief	Yes	No
Web	10/29/2014	Closed with explanation	Yes	Yes
Web	11/04/2014	Closed with explanation	Yes	No
Referral	12/01/2014	Closed with explanation	Yes	No
Postal mail	11/14/2014	Closed with non-monetary relief	Yes	No
Referral	12/04/2014	Closed with explanation	Yes	Yes
Web	12/03/2014	Closed with explanation	Yes	No
Web	10/31/2014	Closed with explanation	Yes	Yes
Postal mail	12/03/2014	Closed with explanation	Yes	No
Postal mail	11/19/2014	Closed with monetary relief	Yes	No
Web	12/01/2014	Closed with explanation	Yes	No
Web	11/07/2014	Closed with monetary relief	Yes	No
Referral	12/02/2014	Closed with explanation	Yes	Yes
Web	12/31/2014	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

1106894

1114332

1114349

1114035

1143129

1134915

1142767

1142776

1092055

1092075

1125102

1114587

1138318

1135019

1092747

1135582

1114708

1125725

1106621

1124669

1107309

Credit Card Complaints

Based on Consumer Complaints

12/04/2014	Credit card
11/13/2014	Credit card
10/29/2014	Credit card
10/29/2014	Credit card
11/13/2014	Credit card
11/21/2014	Credit card
10/29/2014	Credit card
11/07/2014	Credit card
11/22/2014	Credit card
11/28/2014	Credit card
11/22/2014	Credit card
11/22/2014	Credit card
11/22/2014	Credit card
11/13/2014	Credit card
11/22/2014	Credit card
11/22/2014	Credit card
11/28/2014	Credit card
11/22/2014	Credit card
11/07/2014	Credit card
11/23/2014	Credit card
11/29/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Customer service / Customer relations

Identity theft / Fraud / Embezzlement

Rewards

Payoff process

Sale of account

Payoff process

Identity theft / Fraud / Embezzlement

Identity theft / Fraud / Embezzlement

Payoff process

Credit card protection / Debt protection

Billing disputes

Balance transfer

Other

Credit line increase/decrease

Application processing delay

Other

Customer service / Customer relations

Late fee

APR or interest rate

Rewards

Other

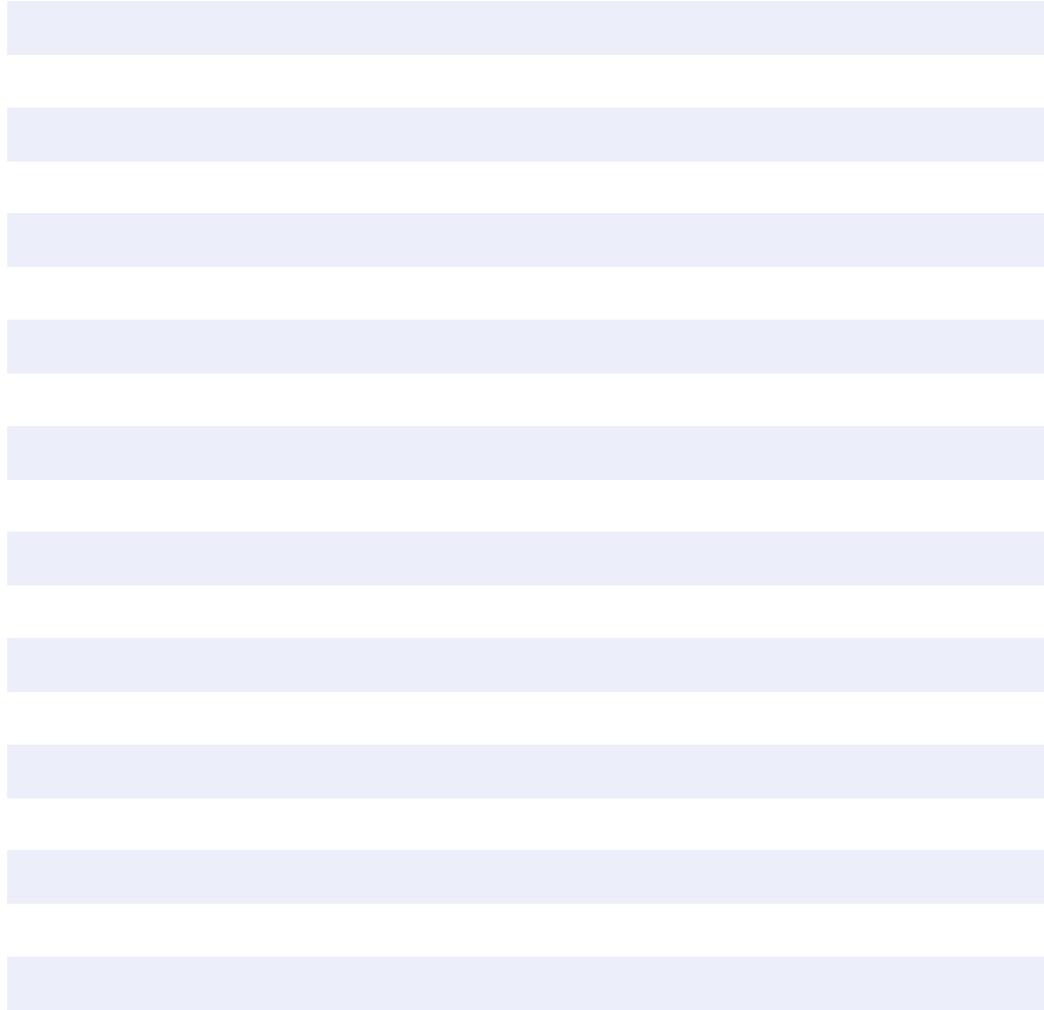
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Citibank	WI	53172		N/A
Capital One	FL	34224	Older American	N/A
Citibank	NY	10024		N/A
Capital One	CA	91331		N/A
Synchrony Financial	PR	00957		N/A
Citibank	OH	43224		N/A
Capital One	FL	33434		N/A
Ocwen	CO	80906	Servicemember	N/A
JPMorgan Chase & Co.	IL	61761		N/A
Synchrony Financial	WA	98029		N/A
Amex	FL	32317		N/A
JPMorgan Chase & Co.	CA	92127		N/A
Veldos, LLC	NJ	08850		N/A
Discover	MA	01562		N/A
Barclays PLC	CA	94608		N/A
Synchrony Financial	CA	92008		N/A
Capital One	CA	91423		N/A
Discover	MA	02135		N/A
Bank of America	MD	20720		N/A
Synchrony Financial	NY	11355		N/A
JPMorgan Chase & Co.	NJ	07950		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	12/04/2014	Closed with explanation	Yes	No
Web	11/13/2014	Closed with explanation	Yes	No
Web	10/29/2014	Closed with explanation	Yes	Yes
Web	10/29/2014	Closed with non-monetary relief	Yes	No
Web	11/24/2014	Closed with explanation	Yes	Yes
Web	11/21/2014	Closed with monetary relief	Yes	No
Web	10/29/2014	Closed with explanation	Yes	No
Web	11/13/2014	Closed	Yes	No
Web	11/22/2014	Closed with monetary relief	Yes	No
Web	11/28/2014	Closed with monetary relief	Yes	No
Web	12/01/2014	Closed with explanation	Yes	No
Web	11/22/2014	Closed with explanation	Yes	No
Web	12/01/2014	Closed with explanation	Yes	No
Web	11/13/2014	Closed with explanation	Yes	No
Web	11/22/2014	Closed with explanation	Yes	Yes
Web	12/01/2014	Closed with explanation	Yes	Yes
Web	11/28/2014	Closed with monetary relief	Yes	No
Web	11/22/2014	Closed with explanation	Yes	No
Web	11/07/2014	Closed with explanation	Yes	Yes
Web	11/23/2014	Closed with monetary relief	Yes	No
Web	12/04/2014	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

1143162

1114778

1092313

1092316

1114844

1125079

1092396

1106592

1125385

1135324

1125418

1125432

1125564

1115004

1125466

1125503

1135451

1125529

1107916

1128264

1135720

Credit Card Complaints

Based on Consumer Complaints

12/05/2014	Credit card
12/05/2014	Credit card
12/05/2014	Credit card
11/23/2014	Credit card
11/23/2014	Credit card
11/29/2014	Credit card
11/29/2014	Credit card
12/05/2014	Credit card
11/29/2014	Credit card
12/05/2014	Credit card
11/23/2014	Credit card
11/29/2014	Credit card
12/05/2014	Credit card
11/29/2014	Credit card
11/29/2014	Credit card
11/04/2014	Credit card
11/24/2014	Credit card
11/04/2014	Credit card
12/05/2014	Credit card
12/05/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Other fee

Billing statement

Billing disputes

Advertising and marketing

Late fee

Billing statement

Advertising and marketing

Other

Other

Billing disputes

Billing statement

Credit determination

Customer service / Customer relations

Identity theft / Fraud / Embezzlement

Identity theft / Fraud / Embezzlement

Billing disputes

Delinquent account

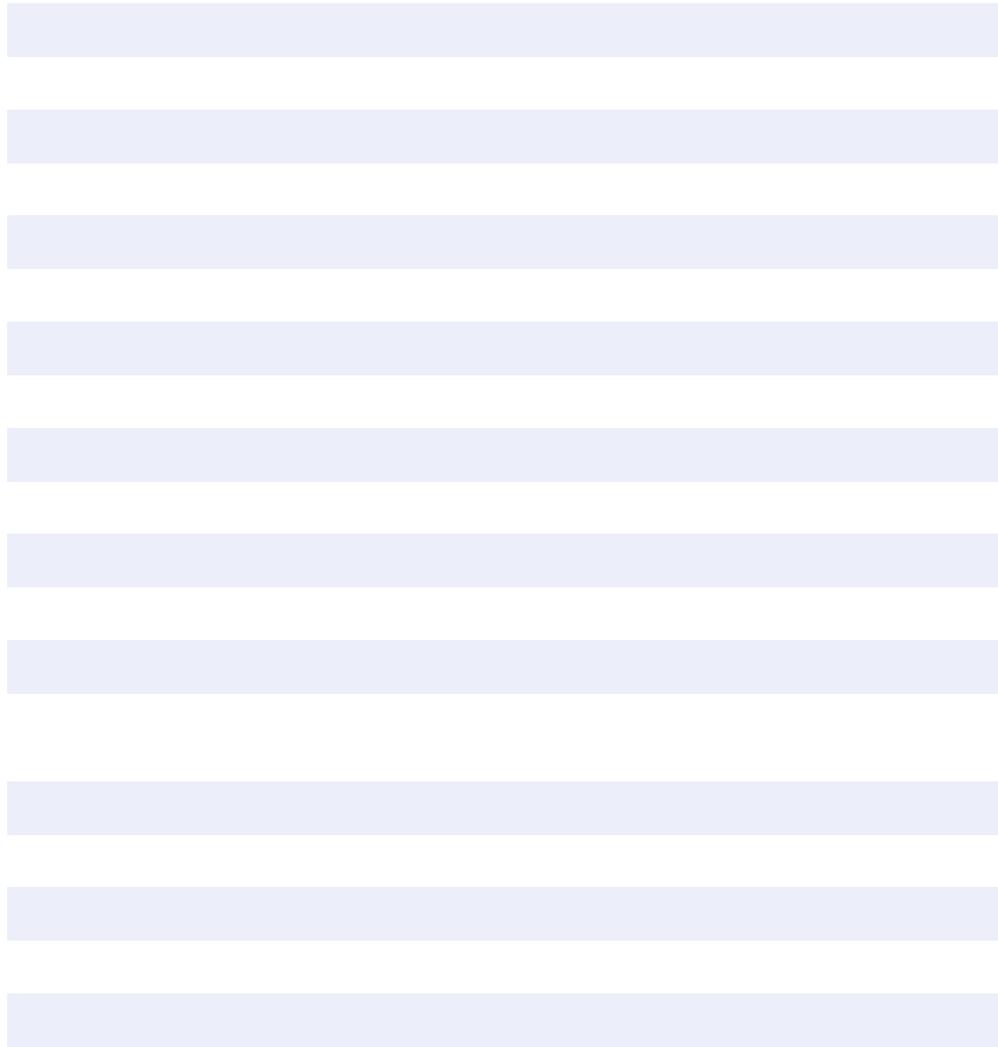
Closing/Cancelling account

Billing statement

Other fee

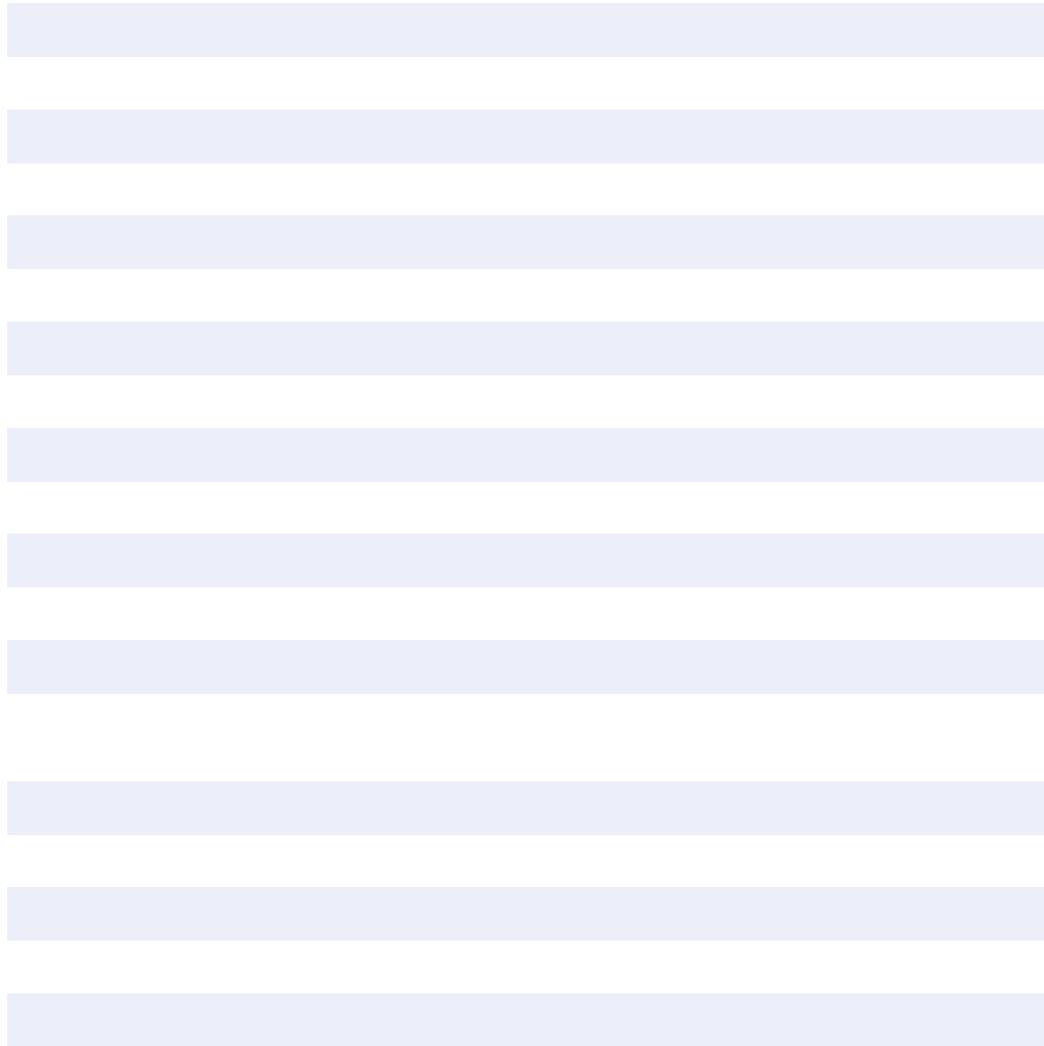
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

First National Bank of Omaha	TX	77659		N/A
Citibank	OH	44116	Older American	N/A
Capital One	NM	87501	Older American	N/A
Barclays PLC	NY	10506	Older American	N/A
Amex	CA	92129		N/A
PayPal Holdings, Inc.	NY	10305		N/A
Synchrony Financial	CA	90703		N/A
Amex	GA	30022		N/A
Amex	NY	11415		N/A
Amex	NJ	08534		N/A
Amex	GA	30340		N/A
TD Bank US Holding Company	NJ	07109		N/A
Citibank	FL	34741		N/A
Citibank	MT	59101		N/A
Synchrony Financial	TN	38117	Older American, Servicemember	N/A
Capital One	WI	53207		N/A
Citibank	TN	3704		N/A
JPMorgan Chase & Co.	CA	92881		N/A
JPMorgan Chase & Co.	GA	30290		N/A
Synchrony Financial				N/A

Credit Card Complaints

Based on Consumer Complaints

Web	12/10/2014	Closed with monetary relief	Yes	No
Phone	12/10/2014	Closed with explanation	Yes	No
Web	12/05/2014	Closed with explanation	Yes	No
Web	12/01/2014	Closed with explanation	Yes	No
Web	11/23/2014	Closed with explanation	Yes	No
Web	12/02/2014	Closed with explanation	Yes	No
Web	11/29/2014	Closed with monetary relief	Yes	No
Web	12/05/2014	Closed with monetary relief	Yes	No
Web	12/09/2014	Closed with explanation	Yes	Yes
Web	12/09/2014	Closed with explanation	Yes	Yes
Web	11/23/2014	Closed with monetary relief	Yes	No
Web	11/29/2014	Closed with non-monetary relief	Yes	No
Web	12/05/2014	Closed with explanation	Yes	No
Web	12/03/2014	Closed with explanation	Yes	No
Web	11/29/2014	Closed with non-monetary relief	Yes	No
Web	11/04/2014	Closed with explanation	Yes	Yes
Referral	12/01/2014	Closed with monetary relief	Yes	No
Web	11/04/2014	Closed with explanation	Yes	Yes
Web	12/05/2014	Closed with explanation	Yes	No
Postal mail	12/10/2014	Closed with explanation	Yes	Yes

Credit Card Complaints

Based on Consumer Complaints

1144252

1144267

1144277

1127479

1128283

1135758

1135763

1144307

1135766

1144333

1125684

1135810

1144403

1135866

1135870

1099964

1128725

1100493

1144522

1144146

Credit Card Complaints

Based on Consumer Complaints

12/05/2014	Credit card
11/30/2014	Credit card
11/04/2014	Credit card
11/30/2014	Credit card
11/30/2014	Credit card
12/05/2014	Credit card
12/01/2014	Credit card
12/01/2014	Credit card
11/04/2014	Credit card
11/07/2014	Credit card
11/04/2014	Credit card
11/04/2014	Credit card
11/04/2014	Credit card
11/07/2014	Credit card
11/04/2014	Credit card
11/04/2014	Credit card
11/08/2014	Credit card
11/04/2014	Credit card
11/08/2014	Credit card
11/09/2014	Credit card
11/09/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Credit determination

Customer service / Customer relations

Balance transfer

Other

Late fee

Identity theft / Fraud / Embezzlement

Closing/Cancelling account

Billing statement

Billing disputes

Billing disputes

Identity theft / Fraud / Embezzlement

Transaction issue

Other

Other fee

Credit card protection / Debt protection

Other

Other fee

Customer service / Customer relations

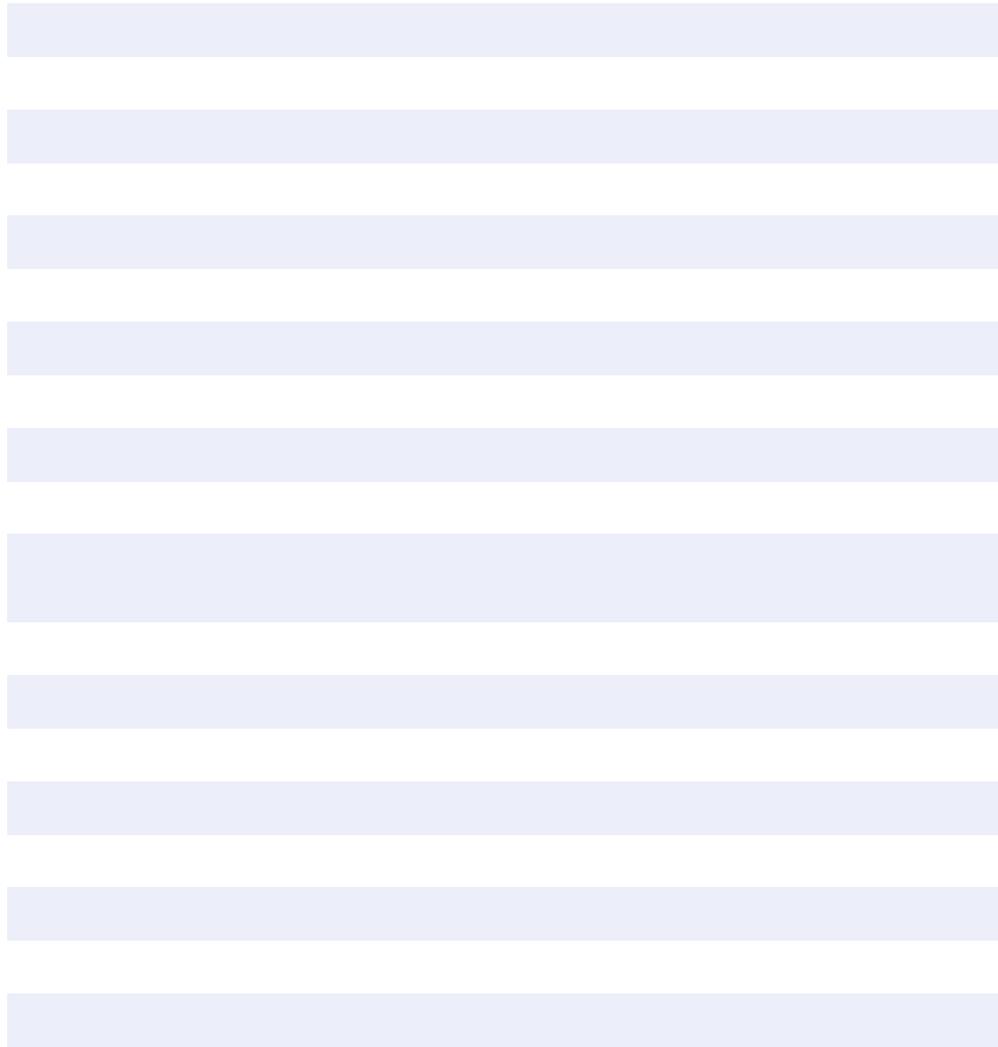
Late fee

Advertising and marketing

APR or interest rate

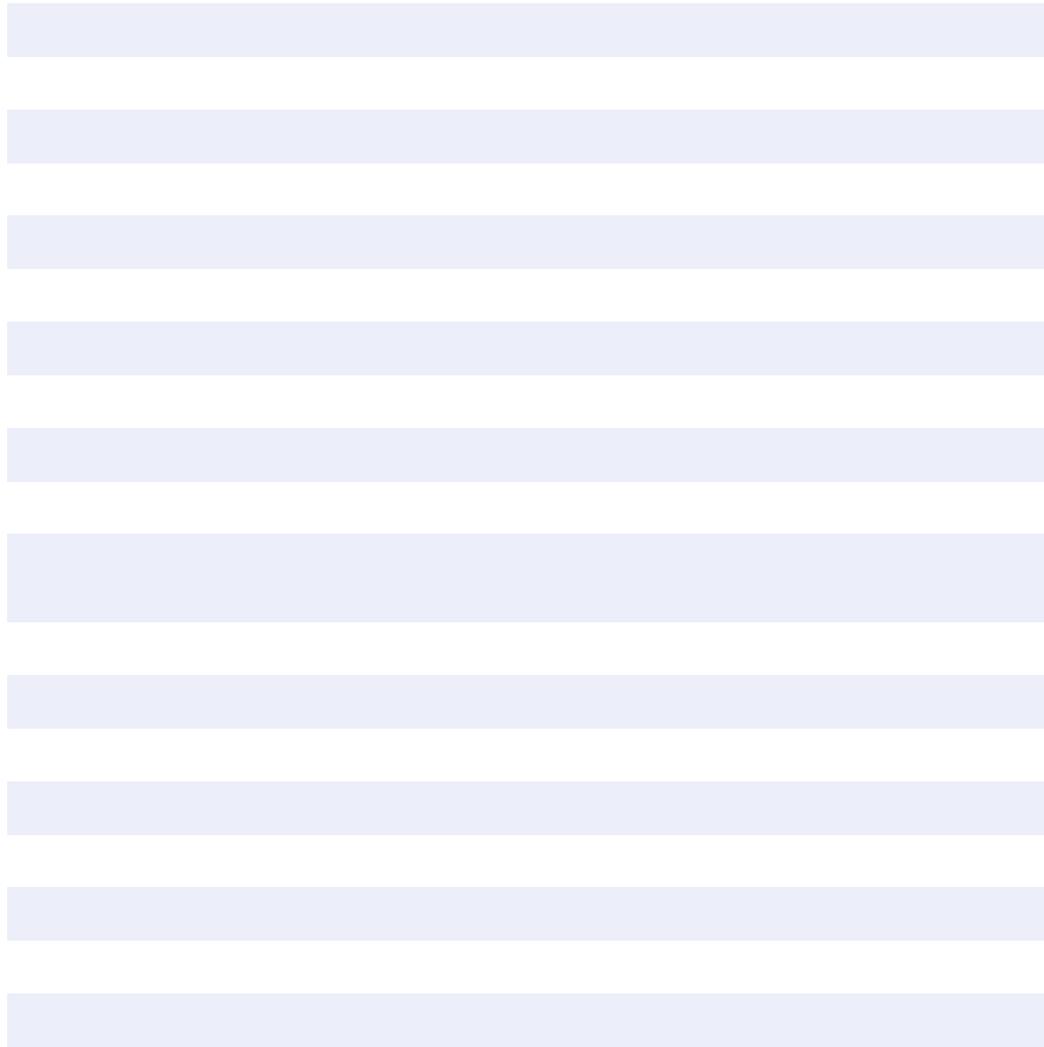
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Capital One	NY	14623		N/A
Citibank	VA	22003		N/A
Bank of America	OH	43338	Older American	N/A
Synchrony Financial	TX	76179		N/A
TD Bank US Holding Company	TX	78258		N/A
Citibank	TX	79928		N/A
U.S. Bancorp	TX	77399	Older American	N/A
Synchrony Financial	CA	94707	Older American	N/A
Synchrony Financial	CO	80122		N/A
Synchrony Financial	TX	76002		N/A
Synchrony Financial	PA	15236		N/A
Wells Fargo & Company	NC	27012		N/A
JPMorgan Chase & Co.	VA	22901	Older American, Servicemember	N/A
Citibank	MD	21212		N/A
U.S. Bancorp	VA	20152		N/A
Barclays PLC	AZ	86314		N/A
Pentagon FCU	FL	32277		N/A
Capital One	PA	19380		N/A
Citibank	IN	46234		N/A
Amex	CA	94105		N/A
Citibank	IN	46032		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	12/05/2014	Closed with explanation	No	Yes
Web	11/30/2014	Closed with monetary relief	Yes	No
Referral	11/07/2014	Closed with explanation	Yes	No
Web	12/04/2014	Closed with monetary relief	Yes	No
Web	11/30/2014	Closed with explanation	Yes	No
Phone	12/10/2014	Closed with explanation	Yes	No
Web	12/01/2014	Closed with explanation	Yes	No
Web	12/05/2014	Closed with monetary relief	Yes	No
Web	11/04/2014	Closed with explanation	Yes	No
Fax	11/10/2014	Closed with explanation	Yes	Yes
Web	11/04/2014	Closed with explanation	Yes	Yes
Web	11/04/2014	Closed with explanation	Yes	Yes
Phone	11/07/2014	Closed with explanation	Yes	No
Web	11/07/2014	Closed with explanation	Yes	Yes
Web	11/04/2014	Closed with explanation	Yes	No
Web	11/24/2014	Closed with non-monetary relief	Yes	No
Web	11/08/2014	Closed with monetary relief	Yes	No
Web	11/04/2014	Closed with explanation	Yes	No
Web	11/08/2014	Closed with monetary relief	Yes	No
Web	11/09/2014	Closed with explanation	Yes	Yes
Web	11/14/2014	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

1144545

1136075

1101361

1136093

1136094

1144630

1136545

1136548

1100797

1107734

1100946

1100860

1100960

1107773

1101211

1101229

1108753

1101492

1108890

1109071

1109053

Credit Card Complaints

Based on Consumer Complaints

11/09/2014	Credit card
11/09/2014	Credit card
11/13/2014	Credit card
11/09/2014	Credit card
11/10/2014	Credit card
11/05/2014	Credit card
11/10/2014	Credit card
11/05/2014	Credit card
11/13/2014	Credit card
11/10/2014	Credit card
11/19/2014	Credit card
11/24/2014	Credit card
11/05/2014	Credit card
11/13/2014	Credit card
11/19/2014	Credit card
11/19/2014	Credit card
11/14/2014	Credit card
11/19/2014	Credit card
11/19/2014	Credit card
11/05/2014	Credit card
11/19/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Closing/Cancelling account

APR or interest rate

Closing/Cancelling account

Other

Other fee

Billing statement

Billing disputes

Delinquent account

Other

APR or interest rate

Closing/Cancelling account

APR or interest rate

Credit card protection / Debt protection

Delinquent account

Customer service / Customer relations

Late fee

Other

Customer service / Customer relations

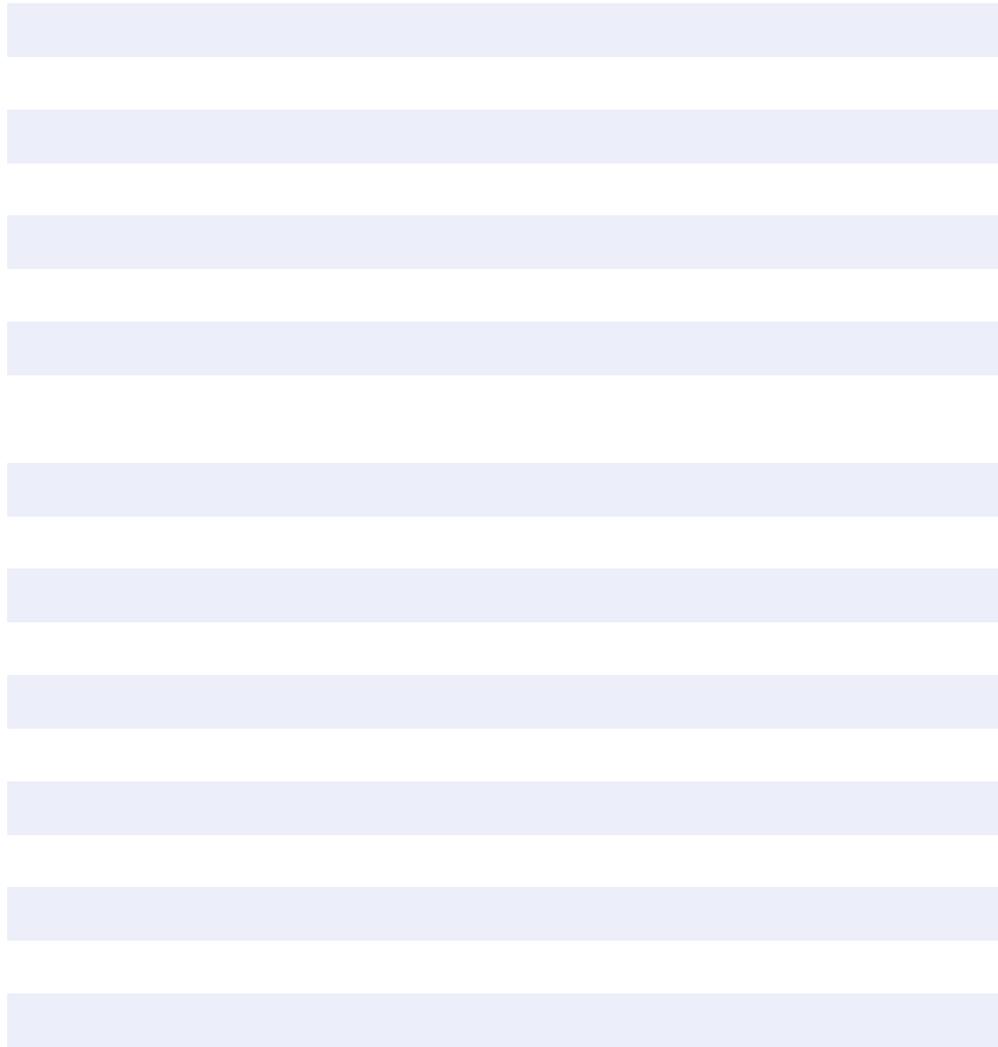
Other

Billing disputes

Billing disputes

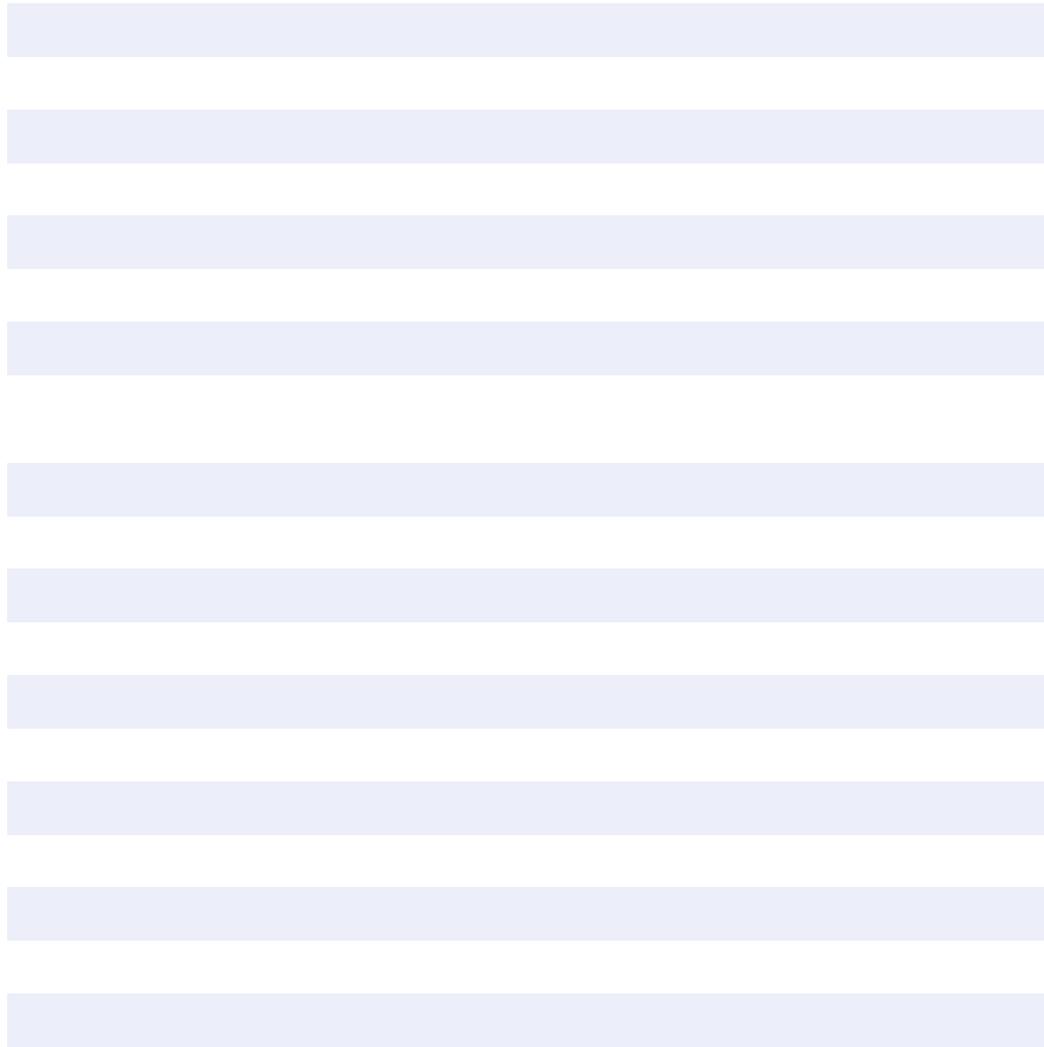
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Synchrony Financial	VA	22182		N/A
Bank of America	WI	54646		N/A
Citibank	AL	35226		N/A
Barclays PLC	WI	53703		N/A
TD Bank US Holding Company	OH	44136		N/A
U.S. Bancorp	VA	22015		N/A
U.S. Bancorp	GA	30339		N/A
Bank of America	NC	27858		N/A
Bank of America	NJ	08016		N/A
Citibank	AR	72112	Older American, Servicemember	N/A
Discover	MA	02215		N/A
Capital One	WI	53223		N/A
Capital One	NY	13204		N/A
JPMorgan Chase & Co.	FL	33786		N/A
JPMorgan Chase & Co.	VT	05839		N/A
Citibank	NY	10031		N/A
Pentagon FCU	MI	49503		N/A
Synchrony Financial	VA	20151	Older American	N/A
Barclays PLC	CA	91208		N/A
Synchrony Financial	MD	20623		N/A
Capital One	NH	03060		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	11/09/2014	Closed with non-monetary relief	Yes	No
Web	11/14/2014	Closed with explanation	Yes	No
Referral	11/19/2014	Closed with explanation	Yes	No
Web	11/09/2014	Closed with explanation	Yes	No
Web	11/10/2014	Closed with monetary relief	Yes	No
Web	11/10/2014	Closed with monetary relief	Yes	Yes
Web	11/10/2014	Closed with explanation	Yes	Yes
Web	11/05/2014	Closed with explanation	Yes	No
Web	11/13/2014	Closed with explanation	Yes	No
Phone	11/14/2014	Closed with explanation	Yes	No
Web	11/19/2014	Closed with explanation	Yes	No
Referral	11/25/2014	Closed with monetary relief	Yes	Yes
Web	11/05/2014	Closed with explanation	Yes	No
Web	11/13/2014	Closed with explanation	Yes	No
Web	11/19/2014	Closed with explanation	Yes	No
Referral	11/21/2014	Closed with monetary relief	Yes	No
Web	11/26/2014	Closed with non-monetary relief	Yes	No
Web	11/19/2014	Closed with explanation	Yes	No
Web	11/19/2014	Closed with monetary relief	Yes	No
Web	11/10/2014	Closed with monetary relief	Yes	No
Web	11/19/2014	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

1109142

1109170

1113978

1109191

1109368

1102398

1109405

1102442

1115149

1109320

1125871

1128244

1103870

1115294

1125939

1132492

1116555

1125970

1125974

1104327

1126679

Credit Card Complaints

Based on Consumer Complaints

11/19/2014	Credit card
11/24/2014	Credit card
11/14/2014	Credit card
11/14/2014	Credit card
11/14/2014	Credit card
11/24/2014	Credit card
11/14/2014	Credit card
11/24/2014	Credit card
11/14/2014	Credit card
11/19/2014	Credit card
11/10/2014	Credit card
11/14/2014	Credit card
11/14/2014	Credit card
12/01/2014	Credit card
11/14/2014	Credit card
12/01/2014	Credit card
11/14/2014	Credit card
11/25/2014	Credit card
12/01/2014	Credit card
12/01/2014	Credit card
11/19/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Late fee

Identity theft / Fraud / Embezzlement

Payoff process

Customer service / Customer relations

Late fee

Unsolicited issuance of credit card

Rewards

Customer service / Customer relations

Billing disputes

Billing disputes

Identity theft / Fraud / Embezzlement

Other

Identity theft / Fraud / Embezzlement

APR or interest rate

Overlimit fee

Other

Late fee

Transaction issue

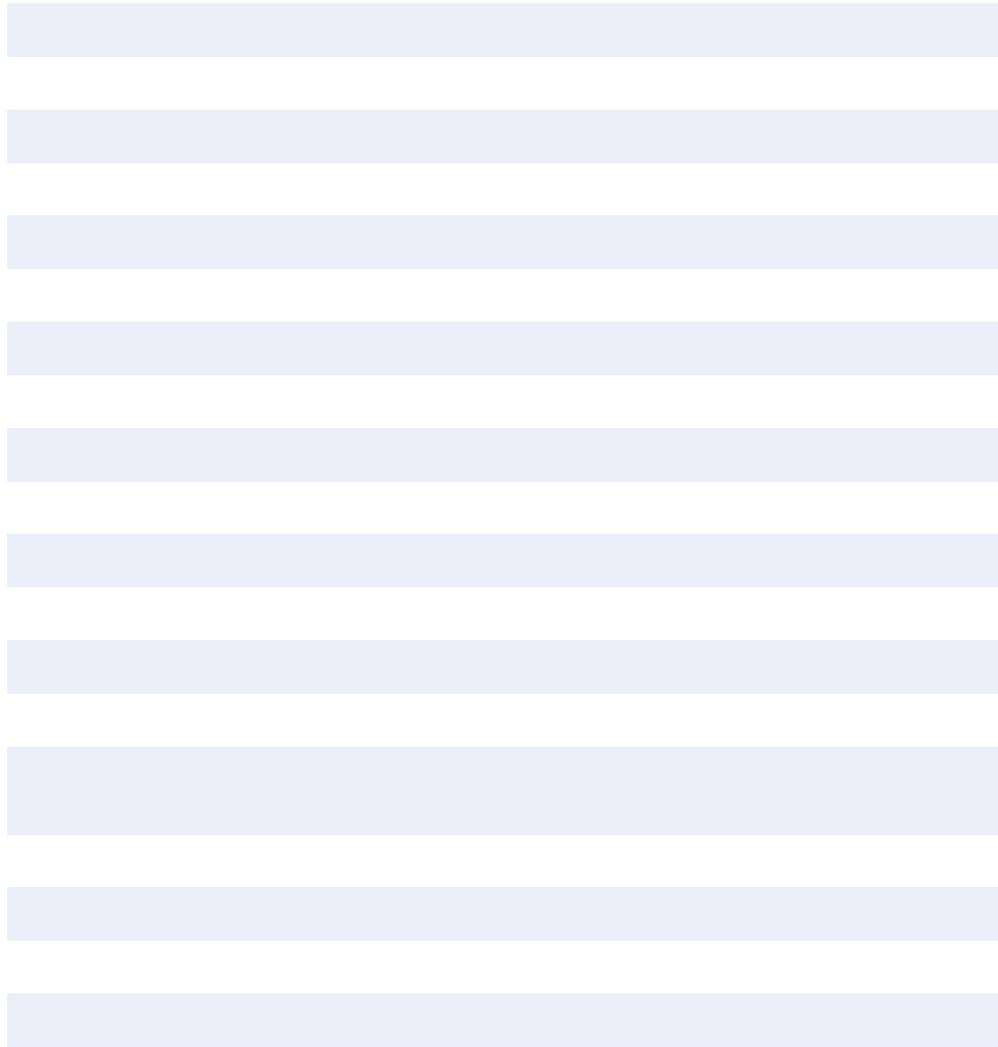
Other

Payoff process

Bankruptcy

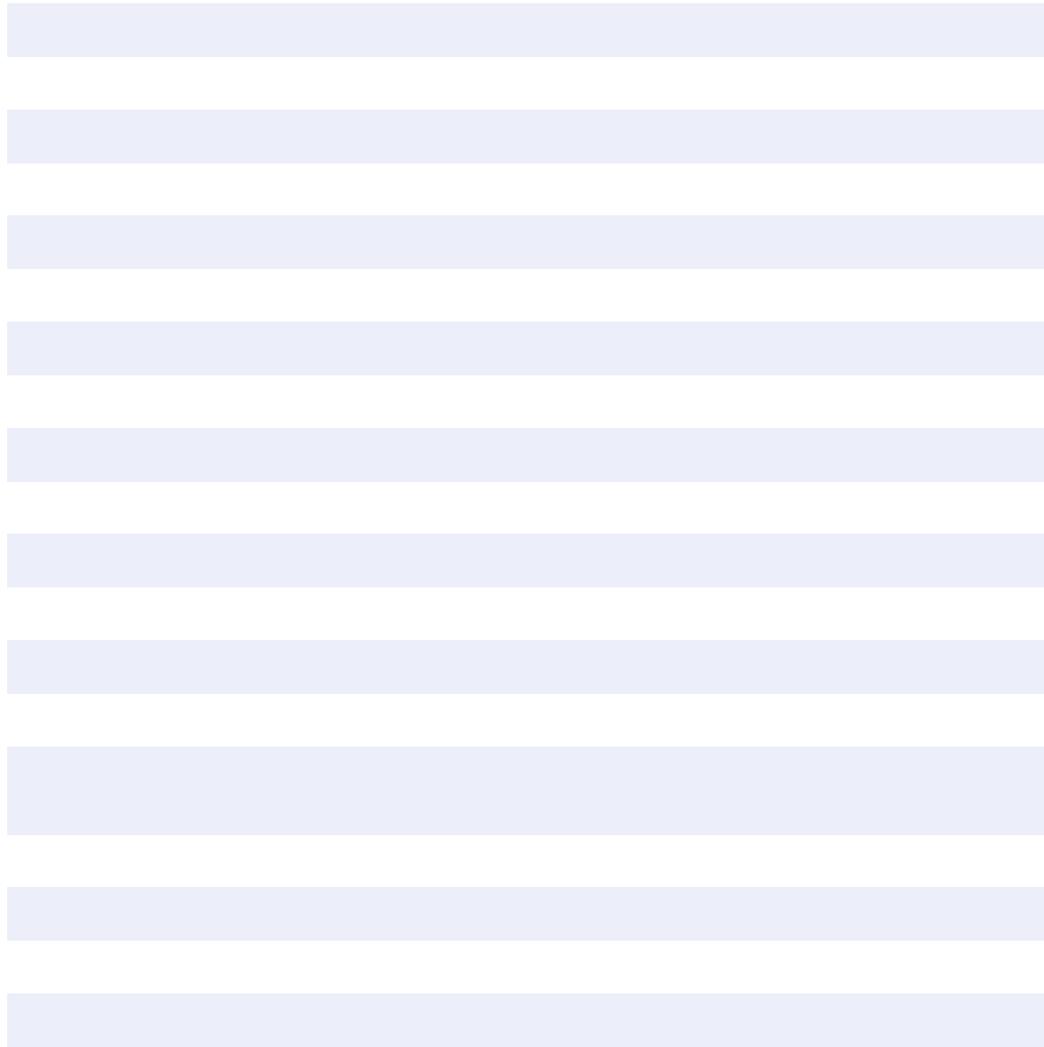
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	GA	30342		N/A
Capital One	TX	76801		N/A
Capital One	TX	78155	Servicemember	N/A
U.S. Bancorp	IL	60193		N/A
Amex	MI	48322		N/A
Capital One	CA	92821		N/A
Barclays PLC	CA	94568		N/A
Amex	CA	91356		N/A
Citibank	NE	68516	Older American	N/A
Capital One	PA	19144		N/A
Comerica	CA	90210		N/A
USAA Savings	IA	51104		N/A
USAA Savings	WV	25701		N/A
Synchrony Financial	MD	21207		N/A
Bank of America	MI	48304		N/A
Bank of America	NJ	07304		N/A
Wells Fargo & Company	NJ	08054	Older American, Servicemember	N/A
PayPal Holdings, Inc.	CA	91766		N/A
Sterling Jewelers Inc.	VA	22304	Servicemember	N/A
Synchrony Financial	CA	92886		N/A
Capital One	AZ	86314		N/A

Credit Card Complaints

Based on Consumer Complaints

Phone	11/19/2014	Closed with explanation	Yes	No
Web	11/24/2014	Closed with explanation	Yes	No
Web	11/19/2014	Closed with non-monetary relief	Yes	No
Web	11/14/2014	Closed with explanation	Yes	No
Web	11/14/2014	Closed with monetary relief	Yes	Yes
Web	11/24/2014	Closed with non-monetary relief	Yes	No
Web	11/14/2014	Closed with explanation	Yes	No
Web	11/24/2014	Closed with explanation	Yes	No
Web	11/19/2014	Closed with explanation	Yes	Yes
Web	11/19/2014	Closed with monetary relief	Yes	No
Referral	11/14/2014	Closed with explanation	Yes	No
Referral	11/19/2014	Closed with monetary relief	Yes	Yes
Phone	11/19/2014	Closed with explanation	Yes	No
Web	12/01/2014	Closed with explanation	Yes	Yes
Web	11/14/2014	Closed with monetary relief	Yes	No
Web	12/01/2014	Closed with explanation	Yes	Yes
Phone	11/20/2014	Closed with monetary relief	Yes	Yes
Web	12/01/2014	Closed with monetary relief	Yes	No
Web	12/01/2014	Closed with non-monetary relief	Yes	No
Web	12/01/2014	Closed with explanation	Yes	No
Web	11/19/2014	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

1126035

1128819

1116337

1116414

1116435

1128971

1117874

1129591

1117808

1126730

1110731

1116638

1116717

1137051

1118313

1136499

1118016

1131564

1137222

1137272

1122978

Credit Card Complaints

Based on Consumer Complaints

11/19/2014	Credit card
12/05/2014	Credit card
12/05/2014	Credit card
11/14/2014	Credit card
11/14/2014	Credit card
12/01/2014	Credit card
12/18/2014	Credit card
11/25/2014	Credit card
12/05/2014	Credit card
12/11/2014	Credit card
12/11/2014	Credit card
12/05/2014	Credit card
12/05/2014	Credit card
12/05/2014	Credit card
12/01/2014	Credit card
11/19/2014	Credit card
11/14/2014	Credit card
11/19/2014	Credit card
11/19/2014	Credit card
12/02/2014	Credit card
11/26/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Credit card protection / Debt protection

Billing disputes

Identity theft / Fraud / Embezzlement

Billing disputes

Late fee

Credit card protection / Debt protection

Billing disputes

Advertising and marketing

Customer service / Customer relations

Credit line increase/decrease

Billing disputes

Unsolicited issuance of credit card

Customer service / Customer relations

APR or interest rate

Balance transfer

Unsolicited issuance of credit card

Billing disputes

Billing disputes

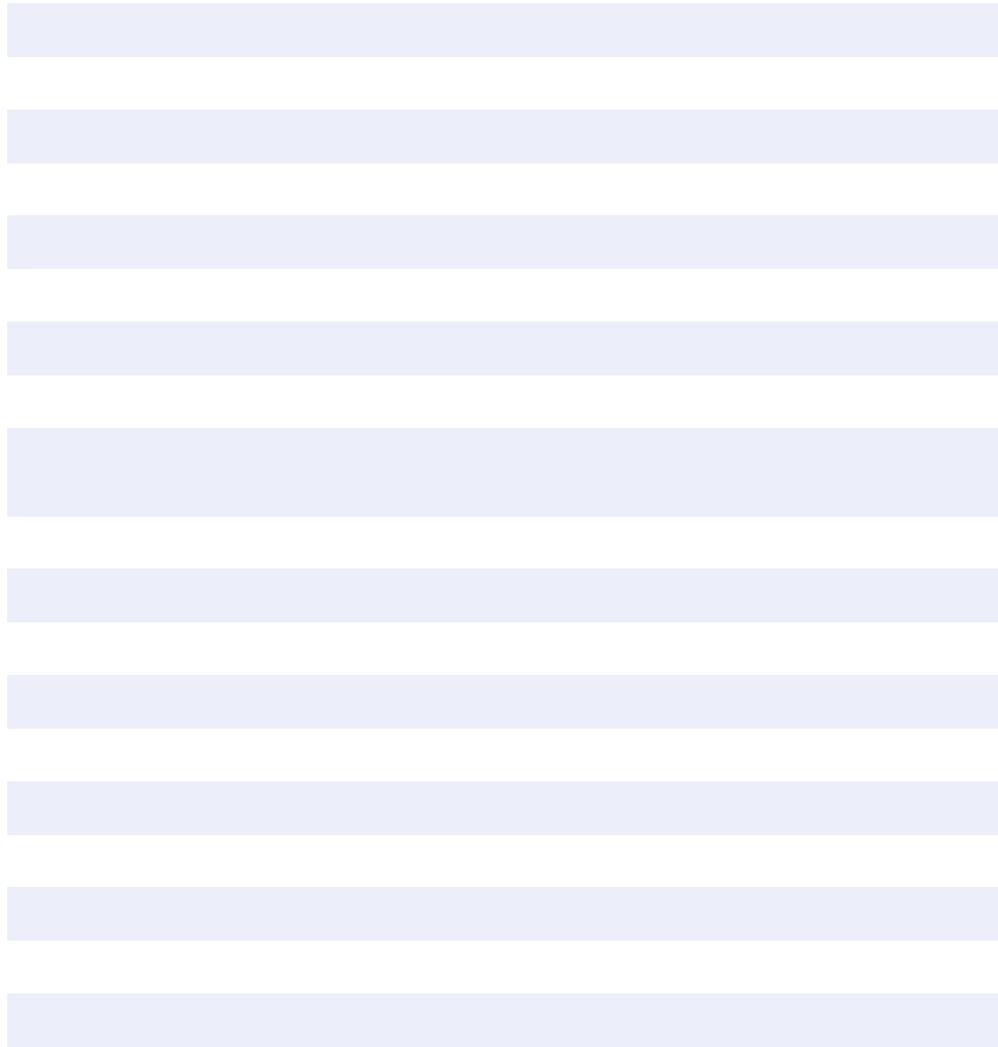
Customer service / Customer relations

Unsolicited issuance of credit card

Balance transfer fee

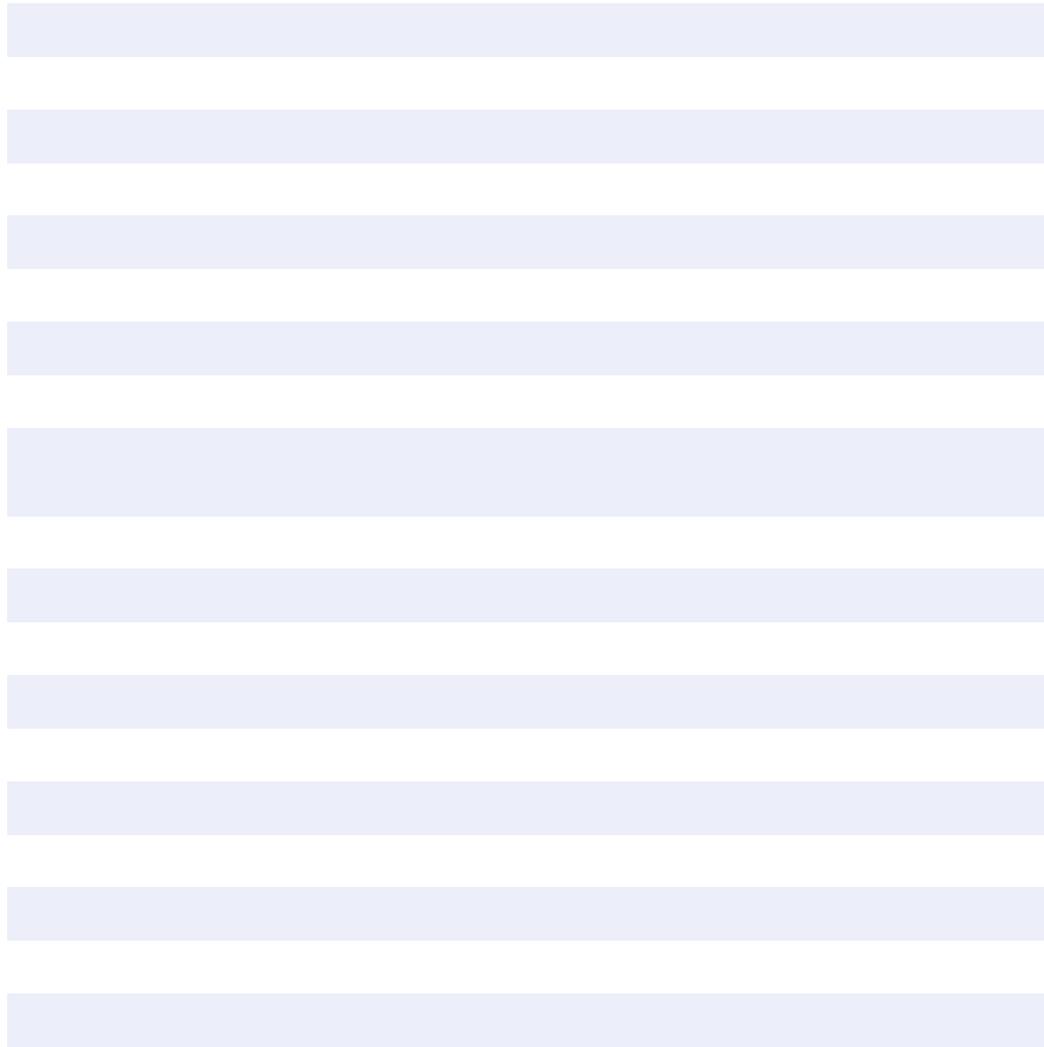
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Citibank	WA	98053		N/A
Capital One	CA	94501		N/A
Barclays PLC	FL	33967	Servicemember	N/A
Citibank	CA	91324		N/A
Citibank	TX	77381		N/A
Capital One	DE	19713		N/A
TCF National Bank	MN	55068		N/A
JPMorgan Chase & Co.	HI	96813		N/A
Synchrony Financial	ME	04468	Older American	N/A
Synchrony Financial	GA	30606		N/A
Citibank	MI	48073	Older American, Servicemember	N/A
Citibank	NJ	08886		N/A
HSBC North America Holdings Inc.	VA	23321		N/A
Capital One	NH	03458	Older American	N/A
Discover	CA	95151		N/A
Synchrony Financial	CA	92841		N/A
Citibank	CA	90017		N/A
Amex	CA	90017		N/A
Capital One	AZ	85259		N/A
Wells Fargo & Company	NV	89011		N/A
JPMorgan Chase & Co.	OH	45218		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	11/19/2014	Closed with explanation	Yes	No
Referral	12/10/2014	Closed with explanation	Yes	No
Web	12/10/2014	Closed with explanation	Yes	Yes
Web	11/14/2014	Closed with explanation	Yes	Yes
Referral	11/18/2014	Closed with monetary relief	Yes	No
Phone	12/01/2014	Closed with monetary relief	Yes	No
Referral	12/23/2014	Closed with explanation	Yes	No
Web	11/25/2014	Closed with non-monetary relief	Yes	No
Phone	12/05/2014	Closed with explanation	Yes	No
Postal mail	12/15/2014	Closed with explanation	Yes	No
Web	12/11/2014	Closed with monetary relief	Yes	No
Web	12/05/2014	Closed with non-monetary relief	Yes	No
Web	12/29/2014	Closed with explanation	Yes	No
Web	12/05/2014	Closed with explanation	Yes	No
Web	12/01/2014	Closed with explanation	Yes	No
Web	11/19/2014	Closed with explanation	Yes	Yes
Referral	11/18/2014	Closed with explanation	Yes	Yes
Referral	11/26/2014	Closed with monetary relief	Yes	No
Web	11/19/2014	Closed with monetary relief	Yes	Yes
Postal mail	12/03/2014	Closed with explanation	Yes	No
Web	11/26/2014	Closed with explanation	Yes	Yes

Credit Card Complaints

Based on Consumer Complaints

1123115

1144692

1145382

1116236

1117066

1137388

1162587

1130637

1144847

1152505

1152483

1144989

1144996

1145020

1137691

1123389

1117396

1123008

1123463

1138447

1133732

Credit Card Complaints

Based on Consumer Complaints

12/11/2014	Credit card
12/11/2014	Credit card
11/14/2014	Credit card
12/02/2014	Credit card
12/02/2014	Credit card
11/19/2014	Credit card
11/25/2014	Credit card
12/02/2014	Credit card
12/05/2014	Credit card
11/25/2014	Credit card
12/11/2014	Credit card
12/02/2014	Credit card
12/06/2014	Credit card
12/02/2014	Credit card
11/25/2014	Credit card
12/06/2014	Credit card
11/25/2014	Credit card
12/06/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Transaction issue

Delinquent account

Other

Advertising and marketing

Credit line increase/decrease

Billing disputes

Closing/Cancelling account

Billing disputes

Identity theft / Fraud / Embezzlement

Advertising and marketing

Delinquent account

Payoff process

Billing disputes

Closing/Cancelling account

Late fee

Application processing delay

Other fee

Billing disputes

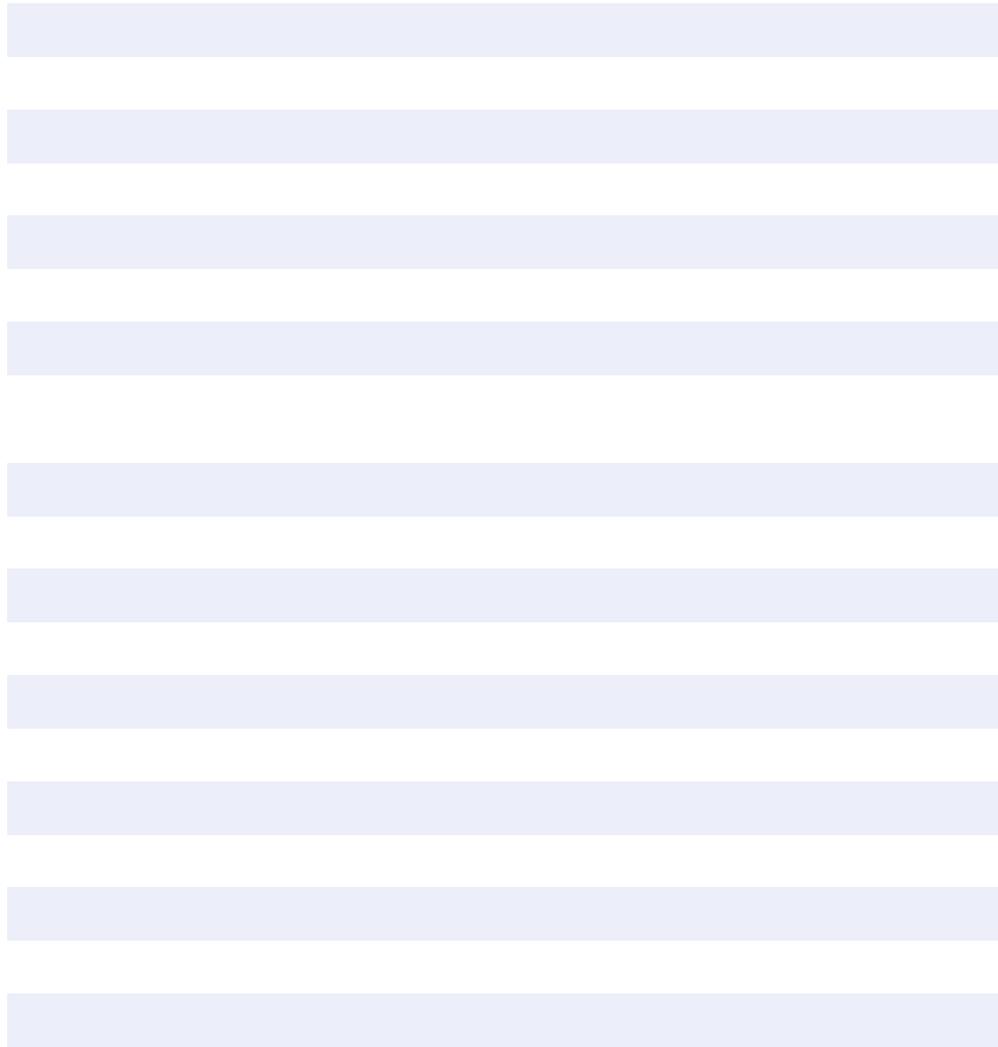
Billing statement

Sale of account

Billing disputes

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

U.S. Bancorp	CA	92841		N/A
Citibank	OH	43812		N/A
Bank of America	NJ	07044		N/A
Amex	NY	10024	Older American	N/A
Citibank	NJ	08872	Servicemember	N/A
Citibank	NY	14150		N/A
Capital One	OR	97477		N/A
Amex	NJ	07922		N/A
Wells Fargo & Company	CO	80022	Older American	N/A
Citibank	FL	33317	Older American, Servicemember	N/A
Synchrony Financial	NY	11219		N/A
FMS Inc.	LA	70648		N/A
Barclays PLC	PA	15108		N/A
Wells Fargo & Company	VA	23224		N/A
Wells Fargo & Company	TN	37138		N/A
Capital One	NY	11374		N/A
Wells Fargo & Company	VA	22046		N/A
JPMorgan Chase & Co.	OH	44691	Older American	N/A
Army and Air Force Exchange Service	WA	98682	Servicemember	N/A
Bank of America	PA	18614		N/A
Citibank	NJ	08210		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	12/11/2014	Closed with explanation	Yes	No
Referral	12/15/2014	Closed with non-monetary relief	Yes	No
Phone	11/16/2014	Closed with explanation	Yes	Yes
Web	12/02/2014	Closed with explanation	Yes	Yes
Web	12/02/2014	Closed with explanation	Yes	Yes
Web	11/19/2014	Closed with explanation	Yes	No
Postal mail	12/03/2014	Closed with explanation	Yes	No
Web	12/02/2014	Closed with monetary relief	Yes	No
Web	12/05/2014	Closed with explanation	Yes	Yes
Phone	11/25/2014	Closed with explanation	Yes	Yes
Web	12/15/2014	Closed with explanation	Yes	Yes
Referral	12/05/2014	Closed with explanation	Yes	No
Web	12/10/2014	Closed with explanation	Yes	No
Phone	12/03/2014	Closed with explanation	Yes	No
Referral	12/03/2014	Closed with monetary relief	Yes	No
Web	12/06/2014	Closed with explanation	Yes	Yes
Web	11/25/2014	Closed with monetary relief	Yes	No
Web	12/06/2014	Closed with explanation	Yes	No
Web	12/10/2014	Closed with monetary relief	Yes	No
Web	12/10/2014	Closed with non-monetary relief	Yes	Yes
Web	12/06/2014	Closed with monetary relief	Yes	No

Credit Card Complaints

Based on Consumer Complaints

1152719

1153901

1117472

1138151

1140163

1123517

1130980

1138542

1145296

1131027

1152828

1139117

1145879

1138642

1131128

1145967

1131158

1145993

1146034

1145764

1146065

Credit Card Complaints

Based on Consumer Complaints

12/07/2014	Credit card
12/07/2014	Credit card
12/07/2014	Credit card
12/02/2014	Credit card
12/07/2014	Credit card
12/07/2014	Credit card
12/08/2014	Credit card
12/02/2014	Credit card
12/08/2014	Credit card
12/11/2014	Credit card
12/02/2014	Credit card
12/08/2014	Credit card
12/02/2014	Credit card
12/12/2014	Credit card
12/12/2014	Credit card
12/02/2014	Credit card
12/12/2014	Credit card
12/08/2014	Credit card
12/02/2014	Credit card
12/08/2014	Credit card
12/12/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Late fee

Advertising and marketing

Closing/Cancelling account

Customer service / Customer relations

Identity theft / Fraud / Embezzlement

Billing disputes

Late fee

Billing disputes

Credit line increase/decrease

Credit line increase/decrease

Billing disputes

Transaction issue

Payoff process

Billing disputes

Billing statement

Customer service / Customer relations

Billing disputes

Unsolicited issuance of credit card

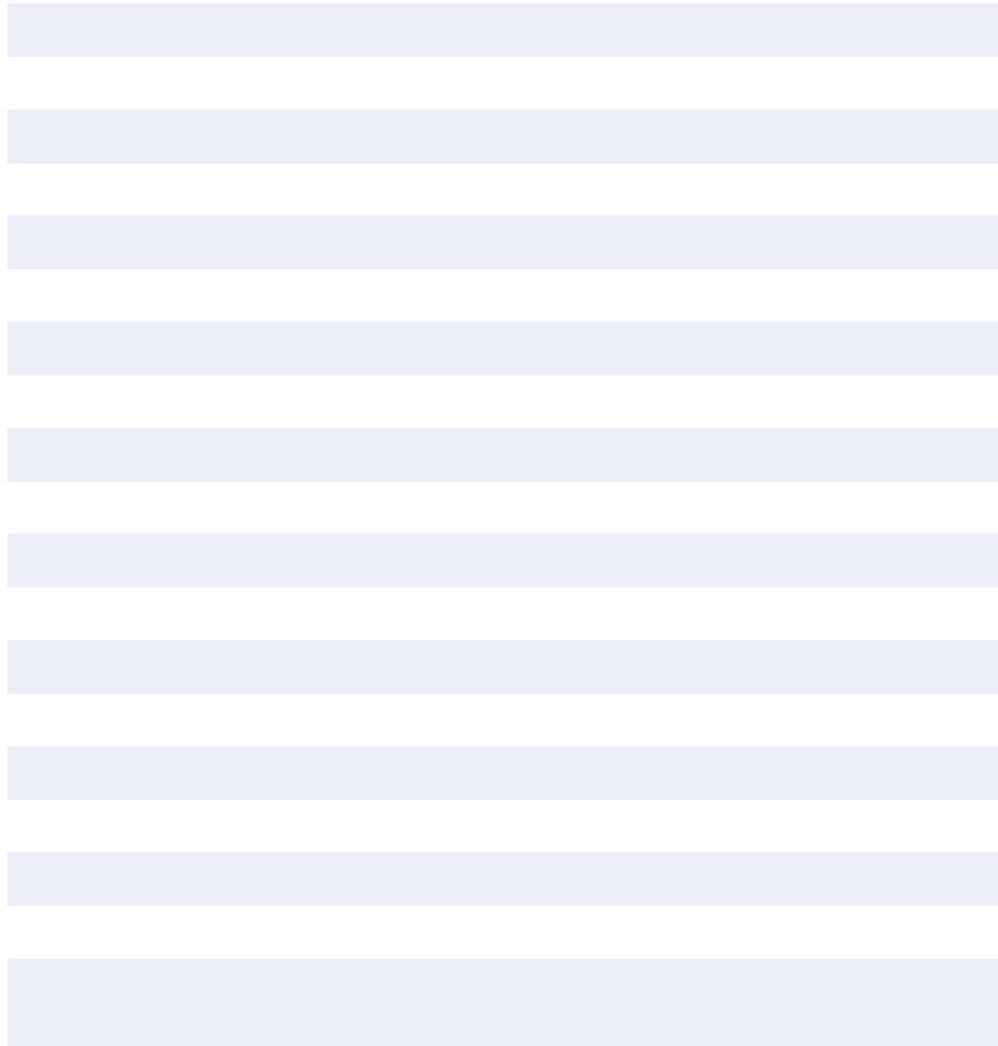
Closing/Cancelling account

Advertising and marketing

Closing/Cancelling account

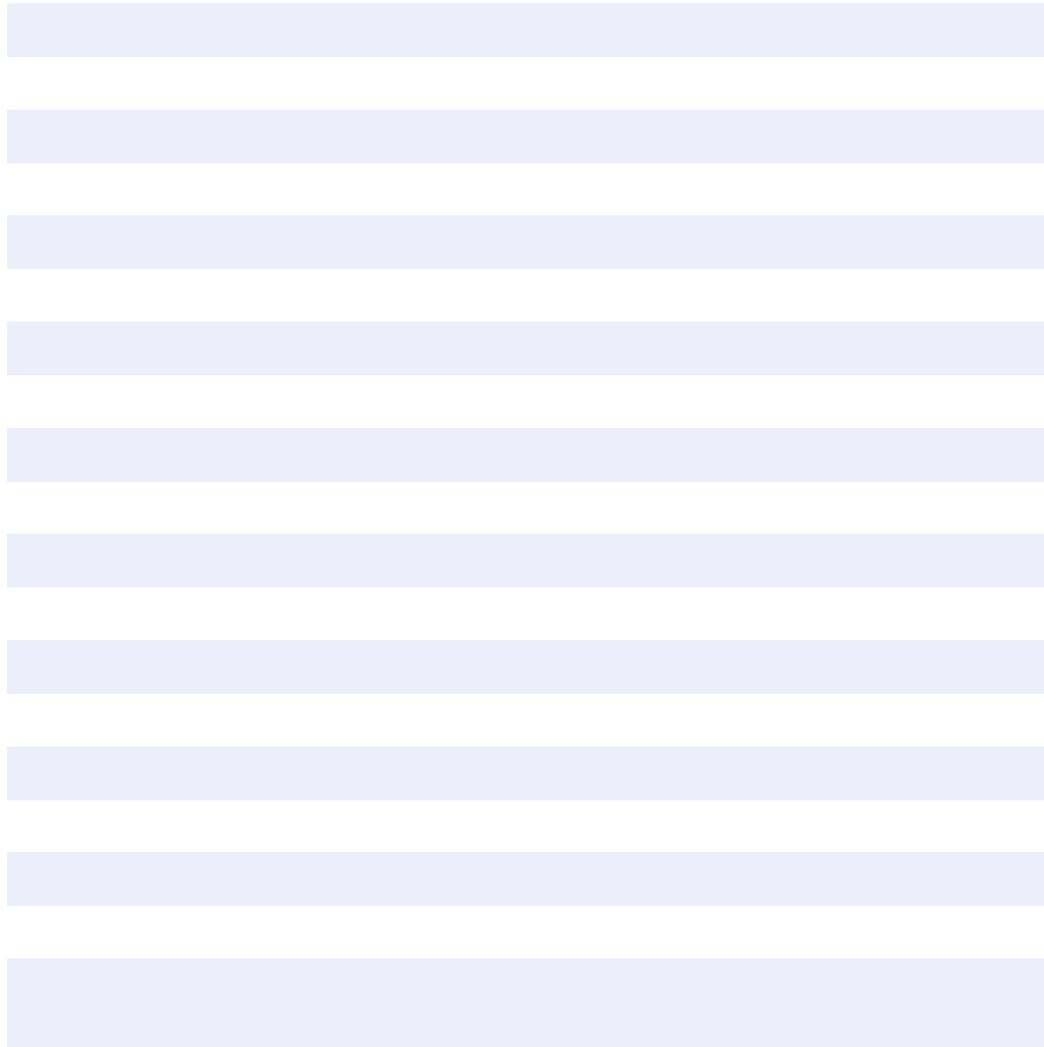
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Amex	CA	95066		N/A
Citibank	HI	96707		N/A
Capital One				N/A
JPMorgan Chase & Co.	WI	53150	Older American	N/A
Bank of America	KS	67058		N/A
Capital One	VA	23261		N/A
Barclays PLC	CA	95010		N/A
Synchrony Financial	PR	00727		N/A
Barclays PLC	TX	78230		N/A
Capital One	OH	44052		N/A
JPMorgan Chase & Co.	NY	10023		N/A
TD Bank US Holding Company	NJ	08057	Older American	N/A
TD Bank US Holding Company	LA	70648		N/A
Capital One	CA	92882		N/A
Synchrony Financial	FL	34746		N/A
Army and Air Force Exchange Service	NC	27958		N/A
Synchrony Financial	MA	01862		N/A
JPMorgan Chase & Co.	GA	30350		N/A
USAA Savings	TX	77586		N/A
U.S. Bancorp	CA	95031		N/A
U.S. Bancorp	MD	21133	Older American, Servicemember	N/A

Credit Card Complaints

Based on Consumer Complaints

Web	12/07/2014	Closed with explanation	Yes	Yes
Web	12/07/2014	Closed with explanation	Yes	Yes
Web	12/08/2014	Closed with explanation	Yes	No
Web	12/02/2014	Closed with explanation	Yes	No
Web	12/07/2014	Closed with explanation	Yes	No
Web	12/07/2014	Closed with monetary relief	Yes	No
Web	12/10/2014	Closed with monetary relief	Yes	No
Web	12/05/2014	Closed with monetary relief	Yes	No
Referral	12/11/2014	Closed with non-monetary relief	Yes	Yes
Web	12/15/2014	Closed with explanation	Yes	Yes
Referral	12/04/2014	Closed with explanation	Yes	Yes
Web	12/08/2014	Closed with explanation	Yes	Yes
Referral	12/05/2014	Closed with explanation	Yes	No
Web	12/12/2014	Closed with non-monetary relief	Yes	No
Web	12/15/2014	Closed with monetary relief	Yes	No
Web	12/05/2014	Closed with explanation	Yes	No
Web	12/12/2014	Closed with monetary relief	Yes	Yes
Web	12/08/2014	Closed with explanation	Yes	No
Web	12/02/2014	Closed with explanation	Yes	No
Referral	12/10/2014	Closed with explanation	Yes	No
Web	12/12/2014	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

1146128

1146194

1146212

1138869

1146237

1146294

1146563

1139006

1146743

1153262

1138320

1146624

1139118

1153932

1153850

1139170

1154011

1146857

1139286

1146360

1154212

Credit Card Complaints

Based on Consumer Complaints

12/08/2014	Credit card
12/08/2014	Credit card
12/12/2014	Credit card
11/26/2014	Credit card
11/26/2014	Credit card
12/15/2014	Credit card
12/12/2014	Credit card
11/25/2014	Credit card
12/02/2014	Credit card
11/25/2014	Credit card
11/25/2014	Credit card
11/26/2014	Credit card
12/02/2014	Credit card
11/26/2014	Credit card
11/26/2014	Credit card
12/12/2014	Credit card
12/02/2014	Credit card
11/26/2014	Credit card
12/12/2014	Credit card
12/03/2014	Credit card
12/03/2014	Credit card
12/13/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

APR or interest rate

Closing/Cancelling account

Credit line increase/decrease

Identity theft / Fraud / Embezzlement

Billing disputes

APR or interest rate

Identity theft / Fraud / Embezzlement

APR or interest rate

Credit determination

APR or interest rate

Late fee

Identity theft / Fraud / Embezzlement

Other

Late fee

Advertising and marketing

Billing disputes

APR or interest rate

Unsolicited issuance of credit card

Advertising and marketing

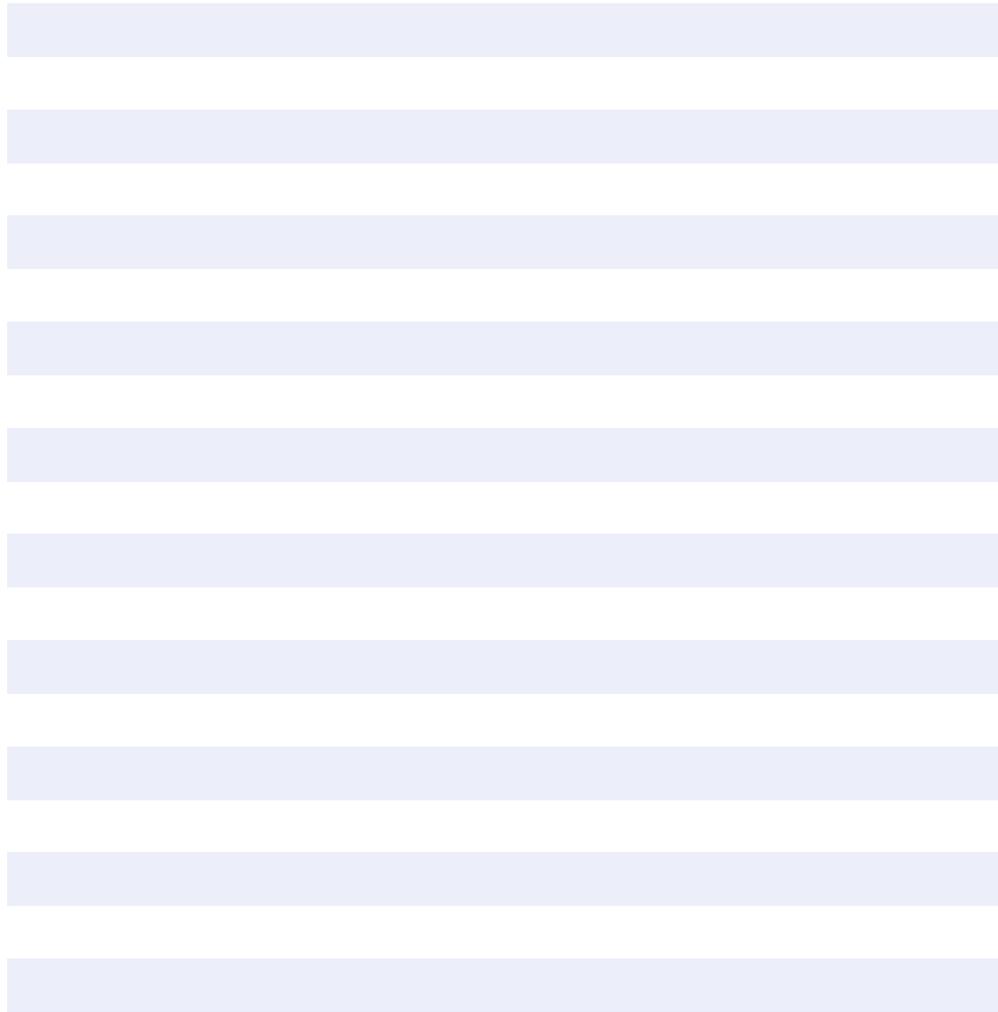
Closing/Cancelling account

Other

Billing statement

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Bank of America	MA	02446		N/A
Capital One	FL	32814		N/A
Amex	IN	46112		N/A
Citibank	NY	10028		N/A
Wells Fargo & Company	TX	78641	Older American	N/A
Bank of America	MI	48026		N/A
JPMorgan Chase & Co.	IN	46617	Older American	N/A
Discover	NY	11427		N/A
Synchrony Financial	NV	89123		N/A
Citibank	HI	96701	Servicemember	N/A
Synchrony Financial	MD	21212		N/A
Capital One	MO	65616		N/A
Capital One	WA	98270		N/A
First National Bank of Omaha	TX	79936		N/A
Discover	NY	11375		N/A
Wells Fargo & Company	FL	32703		N/A
Citibank	CA	93101		N/A
Wells Fargo & Company	TN	37042		N/A
JPMorgan Chase & Co.	OH	43209		N/A
Bank of America	FL	32818		N/A
Citibank	NJ	07205		N/A
Wells Fargo & Company	TX	76542		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	12/08/2014	Closed with explanation	Yes	No
Web	12/08/2014	Closed with monetary relief	Yes	Yes
Web	12/12/2014	Closed with explanation	Yes	No
Referral	11/26/2014	Closed with explanation	Yes	No
Postal mail	12/03/2014	Closed with explanation	Yes	No
Referral	12/17/2014	Closed with explanation	Yes	No
Web	12/12/2014	Closed with explanation	Yes	Yes
Web	11/25/2014	Closed with explanation	Yes	No
Postal mail	12/05/2014	Closed with non-monetary relief	Yes	No
Web	11/25/2014	Closed with explanation	Yes	No
Web	12/01/2014	Closed with monetary relief	Yes	No
Referral	12/03/2014	Closed	Yes	No
Web	12/02/2014	Closed with non-monetary relief	Yes	No
Web	12/04/2014	Closed with explanation	Yes	No
Web	11/26/2014	Closed with explanation	Yes	No
Web	12/12/2014	Closed with explanation	Yes	No
Web	12/02/2014	Closed with explanation	Yes	No
Web	11/26/2014	Closed with explanation	Yes	No
Web	12/12/2014	Closed with non-monetary relief	Yes	No
Web	12/03/2014	Closed with explanation	Yes	No
Web	01/08/2015	Closed with explanation	Yes	Yes
Web	12/13/2014	Closed with monetary relief	Yes	Yes

Credit Card Complaints

Based on Consumer Complaints

1147105

1146518

1154335

1133133

1134163

1156794

1154550

1131943

1139297

1131790

1130204

1132748

1138272

1132859

1132874

1154853

1138238

1132959

1155058

1140631

1140668

1155461

Credit Card Complaints

Based on Consumer Complaints

12/13/2014	Credit card
12/13/2014	Credit card
12/18/2014	Credit card
12/13/2014	Credit card
12/13/2014	Credit card
12/18/2014	Credit card
11/26/2014	Credit card
12/18/2014	Credit card
12/18/2014	Credit card
12/24/2014	Credit card
12/03/2014	Credit card
12/14/2014	Credit card
11/26/2014	Credit card
12/18/2014	Credit card
12/08/2014	Credit card
12/24/2014	Credit card
12/03/2014	Credit card
12/15/2014	Credit card
12/15/2014	Credit card
12/18/2014	Credit card
12/15/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Credit card protection / Debt protection

Identity theft / Fraud / Embezzlement

Credit determination

Delinquent account

Advertising and marketing

Billing disputes

Billing disputes

Late fee

Convenience checks

Identity theft / Fraud / Embezzlement

APR or interest rate

Other

Closing/Cancelling account

Identity theft / Fraud / Embezzlement

APR or interest rate

Other

Closing/Cancelling account

Advertising and marketing

APR or interest rate

Other

Delinquent account

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Capital One	CA	90039		N/A
Bank of America	FL	33062		N/A
Citibank	TN	38120		N/A
Bank of America	AZ	85024		N/A
Citibank	WA	98034		N/A
Amex	VA	23669		N/A
Synchrony Financial	OH	45440		N/A
JPMorgan Chase & Co.	NV	89106		N/A
U.S. Bancorp	AZ	85282	Older American	N/A
HSBC North America Holdings Inc.	VA	20165		N/A
Citibank	GA	30034		N/A
Bank of America	CA	94112		N/A
JPMorgan Chase & Co.	CA	92107		N/A
JPMorgan Chase & Co.				N/A
Capital One	FL	32701	Older American	N/A
Barclays PLC	FL	32068		N/A
U.S. Bancorp	NE	68845		N/A
Amex	NY	11214		N/A
Capital One	FL	34238	Older American	N/A
Capital One	FL	34743		N/A
Citibank	HI	96727		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	12/13/2014	Closed with explanation	Yes	No
Web	12/13/2014	Closed with explanation	Yes	No
Web	12/18/2014	Closed with explanation	Yes	Yes
Web	12/13/2014	Closed with explanation	Yes	Yes
Web	12/13/2014	Closed with explanation	Yes	No
Referral	12/19/2014	Closed with explanation	Yes	No
Referral	12/03/2014	Closed with explanation	Yes	No
Fax	12/18/2014	Closed with monetary relief	Yes	No
Web	12/18/2014	Closed with monetary relief	Yes	No
Web	12/24/2014	Closed with explanation	Yes	No
Web	12/03/2014	Closed with explanation	Yes	Yes
Web	12/14/2014	Closed with explanation	Yes	No
Web	11/26/2014	Closed with explanation	Yes	No
Phone	12/18/2014	Closed with explanation	Yes	No
Postal mail	12/09/2014	Closed with explanation	Yes	No
Web	12/24/2014	Closed with explanation	Yes	Yes
Web	12/03/2014	Closed with explanation	Yes	No
Web	12/15/2014	Closed with non-monetary relief	Yes	No
Web	12/15/2014	Closed with explanation	Yes	Yes
Web	12/18/2014	Closed with explanation	Yes	No
Referral	12/17/2014	Closed with monetary relief	Yes	No

Credit Card Complaints

Based on Consumer Complaints

1155607

1155466

1161971

1155617

1155637

1162949

1133356

1161927

1162494

1170045

1141778

1155856

1133476

1162629

1147238

1170127

1141068

1156302

1157961

1163964

1157070

Credit Card Complaints

Based on Consumer Complaints

12/31/2014	Credit card
12/08/2014	Credit card
12/24/2014	Credit card
01/07/2015	Credit card
12/24/2014	Credit card
12/15/2014	Credit card
12/31/2014	Credit card
12/31/2014	Credit card
12/03/2014	Credit card
12/24/2014	Credit card
12/24/2014	Credit card
01/07/2015	Credit card
12/31/2014	Credit card
01/07/2015	Credit card
12/18/2014	Credit card
12/19/2014	Credit card
12/31/2014	Credit card
12/31/2014	Credit card
12/24/2014	Credit card
12/18/2014	Credit card
12/15/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Billing disputes

Late fee

Identity theft / Fraud / Embezzlement

Billing statement

Transaction issue

Identity theft / Fraud / Embezzlement

Identity theft / Fraud / Embezzlement

Other

Bankruptcy

Advertising and marketing

Identity theft / Fraud / Embezzlement

Billing disputes

Arbitration

Identity theft / Fraud / Embezzlement

Billing disputes

Credit determination

Billing disputes

Delinquent account

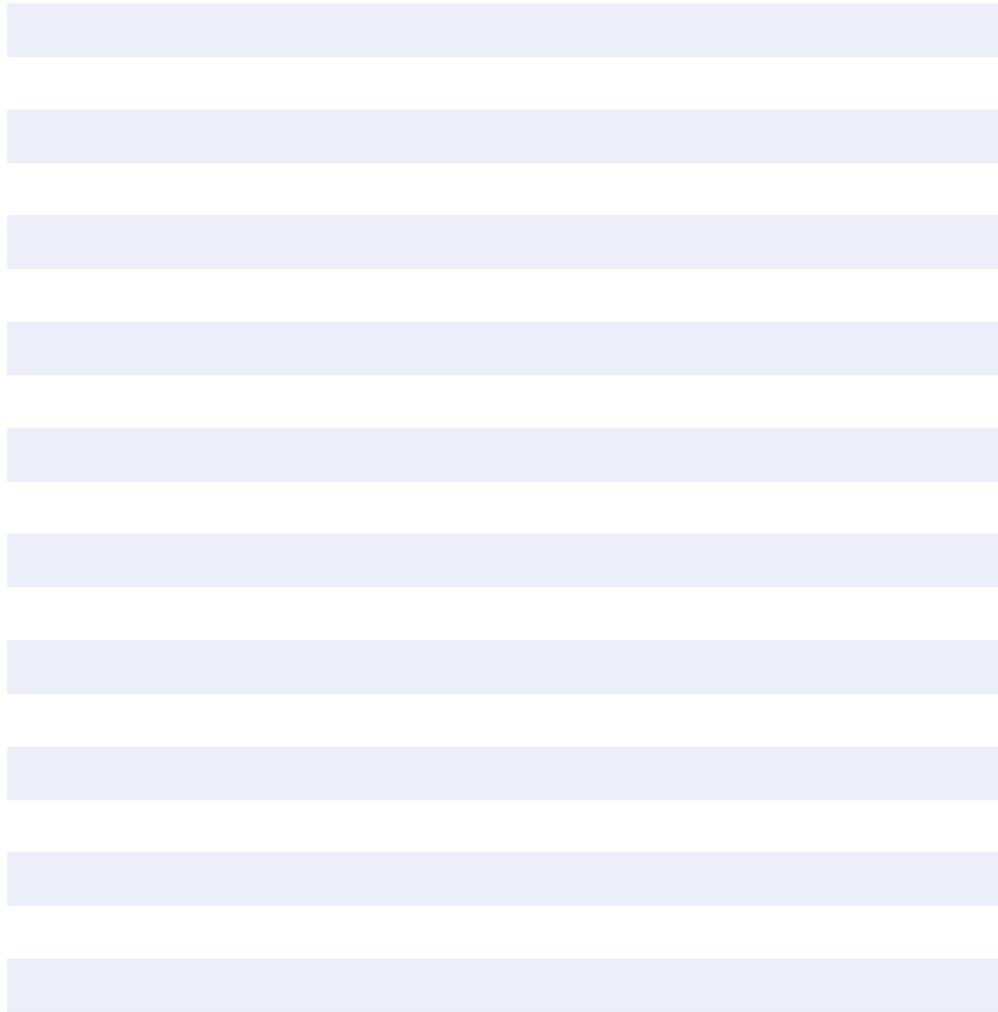
Credit line increase/decrease

Advertising and marketing

Delinquent account

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

GC Services Limited Partnership	PA	19390		N/A
Citibank	CT	06043		N/A
TD Bank US Holding Company	MD	21661		N/A
Amex	NY	11435		N/A
Wells Fargo & Company	NC	28304		N/A
Amex	IN	46303	Servicemember	N/A
HSBC North America Holdings Inc.	MI	48034		N/A
Bank of America	NY	10025		N/A
TD Bank US Holding Company	CA	92584		N/A
Barclays PLC	MA	21220	Older American	N/A
Citibank	NV	89511		N/A
Amex	CA	94019		N/A
Hollis Cobb Associates	WA	98122		N/A
Capital One	VA	22042		N/A
Amex	NV	89145		N/A
Synchrony Financial	PA	15090		N/A
Amex	TX	78660		N/A
Capital One	OR	97754		N/A
Synchrony Financial	MS	39502		N/A
Citibank	NE	68102		N/A
HSBC North America Holdings Inc.	MI	48326		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	01/07/2015	Closed with non-monetary relief	Yes	Yes
Referral	12/10/2014	Closed with monetary relief	Yes	No
Fax	12/31/2014	Closed with explanation	Yes	No
Web	01/12/2015	Closed with monetary relief	Yes	Yes
Web	12/24/2014	Closed with explanation	Yes	Yes
Phone	12/15/2014	Closed with explanation	Yes	No
Referral	01/29/2015	Closed with explanation	Yes	No
Web	12/31/2014	Closed with explanation	Yes	No
Web	12/08/2014	Closed with explanation	Yes	Yes
Phone	12/31/2014	Closed with explanation	Yes	No
Web	12/24/2014	Closed with monetary relief	Yes	Yes
Web	01/12/2015	Closed with explanation	Yes	No
Web	01/07/2015	Closed with explanation	No	No
Web	01/07/2015	Closed with explanation	Yes	No
Web	12/18/2014	Closed with explanation	Yes	No
Web	12/22/2014	Closed with explanation	Yes	Yes
Web	12/31/2014	Closed with non-monetary relief	Yes	No
Web	12/31/2014	Closed with explanation	Yes	No
Postal mail	12/31/2014	Closed with explanation	Yes	No
Web	12/18/2014	Closed with non-monetary relief	Yes	No
Referral	12/17/2014	Closed with explanation	Yes	Yes

Credit Card Complaints

Based on Consumer Complaints

1176932

1147477

1170389

1185613

1170517

1156545

1177118

1177181

1140253

1170578

1169604

1183647

1177376

1184724

1163276

1163963

1177301

1177826

1170716

1163366

1156790

Credit Card Complaints

Based on Consumer Complaints

01/01/2015	Credit card
12/15/2014	Credit card
01/01/2015	Credit card
12/18/2014	Credit card
12/15/2014	Credit card
12/09/2014	Credit card
12/25/2014	Credit card
01/01/2015	Credit card
12/09/2014	Credit card
12/15/2014	Credit card
12/15/2014	Credit card
01/07/2015	Credit card
01/02/2015	Credit card
12/19/2014	Credit card
01/02/2015	Credit card
01/02/2015	Credit card
12/19/2014	Credit card
12/09/2014	Credit card
01/02/2015	Credit card
12/19/2014	Credit card
12/15/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Billing disputes

Closing/Cancelling account

Billing disputes

Other

Billing disputes

Late fee

Billing disputes

Billing disputes

Credit card protection / Debt protection

Other

Credit determination

Identity theft / Fraud / Embezzlement

Billing disputes

Billing disputes

Delinquent account

Other

Billing disputes

Billing disputes

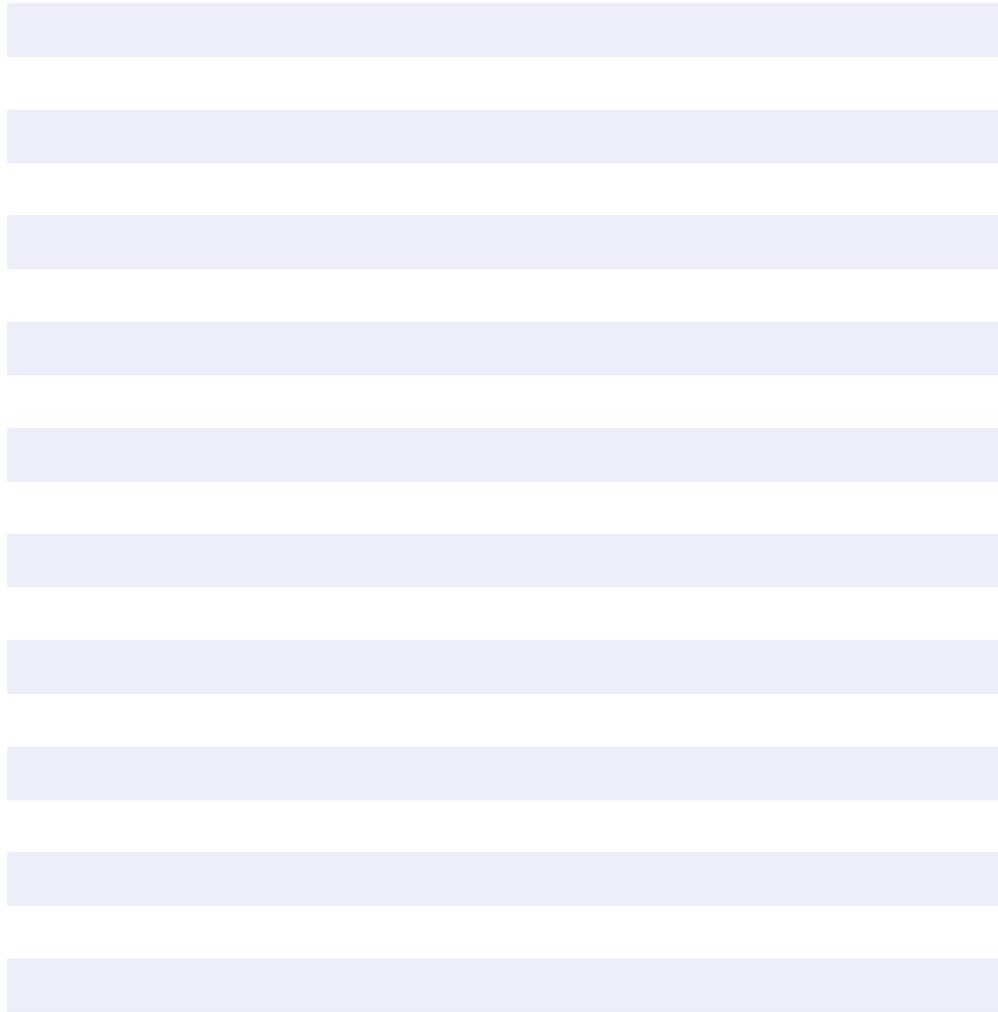
Advertising and marketing

Billing statement

Closing/Cancelling account

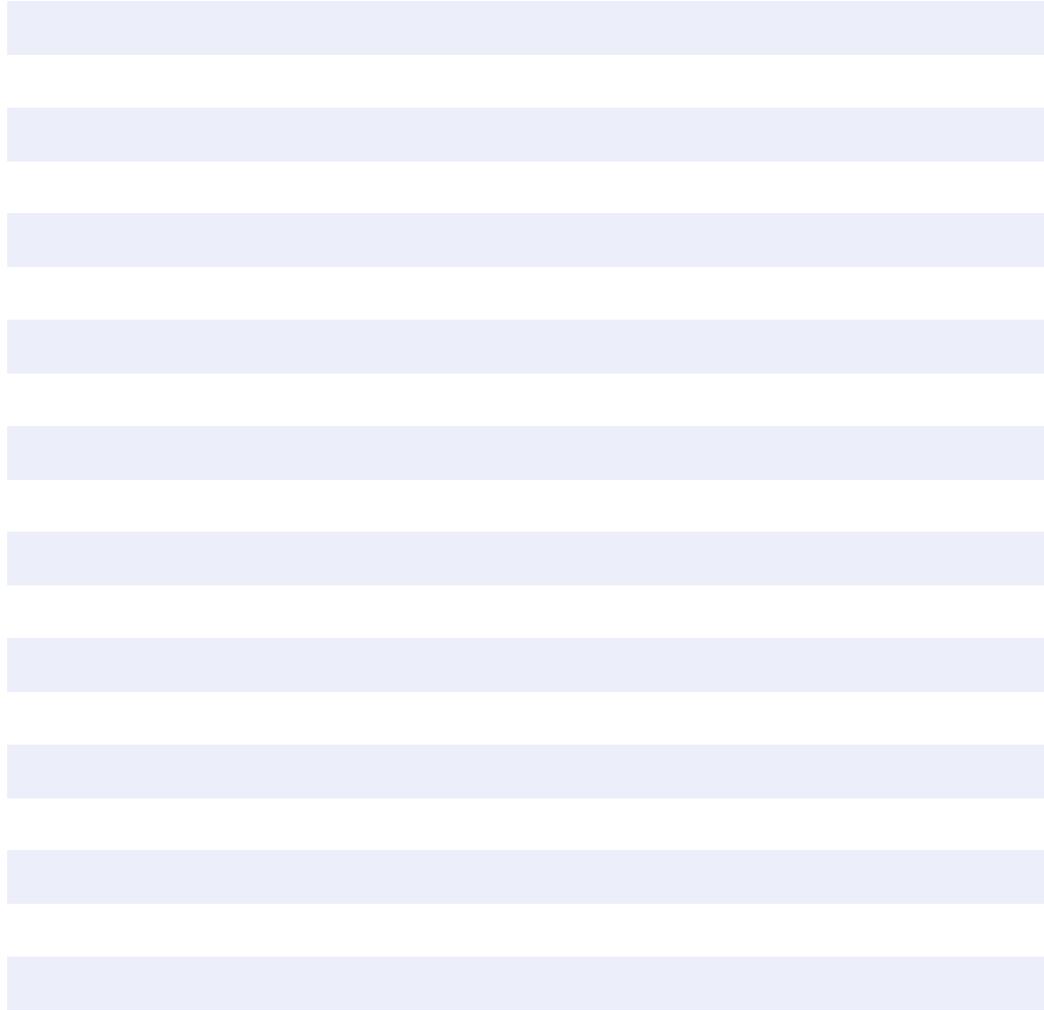
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Citibank	CA	94598	Older American	N/A
Capital One	DC	20012		N/A
Capital One	FL	33809		N/A
Discover	CA	93012		N/A
Capital One	CA	94530		N/A
Capital One	TX	78745		N/A
Barclays PLC	PA	18054	Older American	N/A
Synchrony Financial	FL	33470		N/A
Capital One	PA	15227		N/A
Amex	MA	02563		N/A
Capital One	NJ	07931	Older American	N/A
JPMorgan Chase & Co.	NY	11365		N/A
Barclays PLC	PA	15601		N/A
Citibank	TX	75034		N/A
JPMorgan Chase & Co.	WA	98277		N/A
Synchrony Financial	ME	04106		N/A
USAA Savings	MD	20653		N/A
Citibank	VA	23002		N/A
Sterling Jewelers Inc.	FL	34695		N/A
U.S. Bancorp	IN	47112		N/A
Citibank	MI	48433		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	01/01/2015	Closed with non-monetary relief	Yes	No
Web	12/17/2014	Closed with explanation	Yes	No
Web	01/01/2015	Closed with monetary relief	Yes	No
Web	12/23/2014	Closed with monetary relief	Yes	No
Phone	12/17/2014	Closed with explanation	Yes	No
Web	12/09/2014	Closed with explanation	Yes	No
Web	12/25/2014	Closed with monetary relief	Yes	No
Web	01/01/2015	Closed with monetary relief	Yes	No
Web	12/09/2014	Closed with explanation	Yes	Yes
Web	12/15/2014	Closed with explanation	Yes	Yes
Web	12/15/2014	Closed with explanation	Yes	No
Fax	01/13/2015	Closed with explanation	Yes	Yes
Web	01/07/2015	Closed with monetary relief	Yes	No
Web	12/19/2014	Closed with explanation	Yes	No
Web	01/02/2015	Closed with explanation	Yes	No
Web	02/10/2015	Closed with explanation	Yes	Yes
Web	12/19/2014	Closed with explanation	Yes	No
Web	12/10/2014	Closed with monetary relief	Yes	No
Web	01/02/2015	Closed with non-monetary relief	Yes	No
Web	12/19/2014	Closed with explanation	Yes	No
Web	12/17/2014	Closed with non-monetary relief	Yes	No

Credit Card Complaints

Based on Consumer Complaints

1177910

1156796

1177937

1163453

1158009

1148518

1170831

1178086

1148135

1156049

1157825

1184946

1178156

1164076

1178170

1178172

1164101

1148579

1178200

1164108

1156950

Credit Card Complaints

Based on Consumer Complaints

01/07/2015	Credit card
12/15/2014	Credit card
12/10/2014	Credit card
01/02/2015	Credit card
01/07/2015	Credit card
12/09/2014	Credit card
01/07/2015	Credit card
01/08/2015	Credit card
12/19/2014	Credit card
12/09/2014	Credit card
01/02/2015	Credit card
01/02/2015	Credit card
12/09/2014	Credit card
12/09/2014	Credit card
12/19/2014	Credit card
01/08/2015	Credit card
01/08/2015	Credit card
01/02/2015	Credit card
12/26/2014	Credit card
12/19/2014	Credit card
12/19/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Billing disputes

Other

Advertising and marketing

Identity theft / Fraud / Embezzlement

APR or interest rate

Identity theft / Fraud / Embezzlement

Credit line increase/decrease

Advertising and marketing

APR or interest rate

Identity theft / Fraud / Embezzlement

Identity theft / Fraud / Embezzlement

Other

APR or interest rate

Other

APR or interest rate

Billing disputes

Privacy

Billing disputes

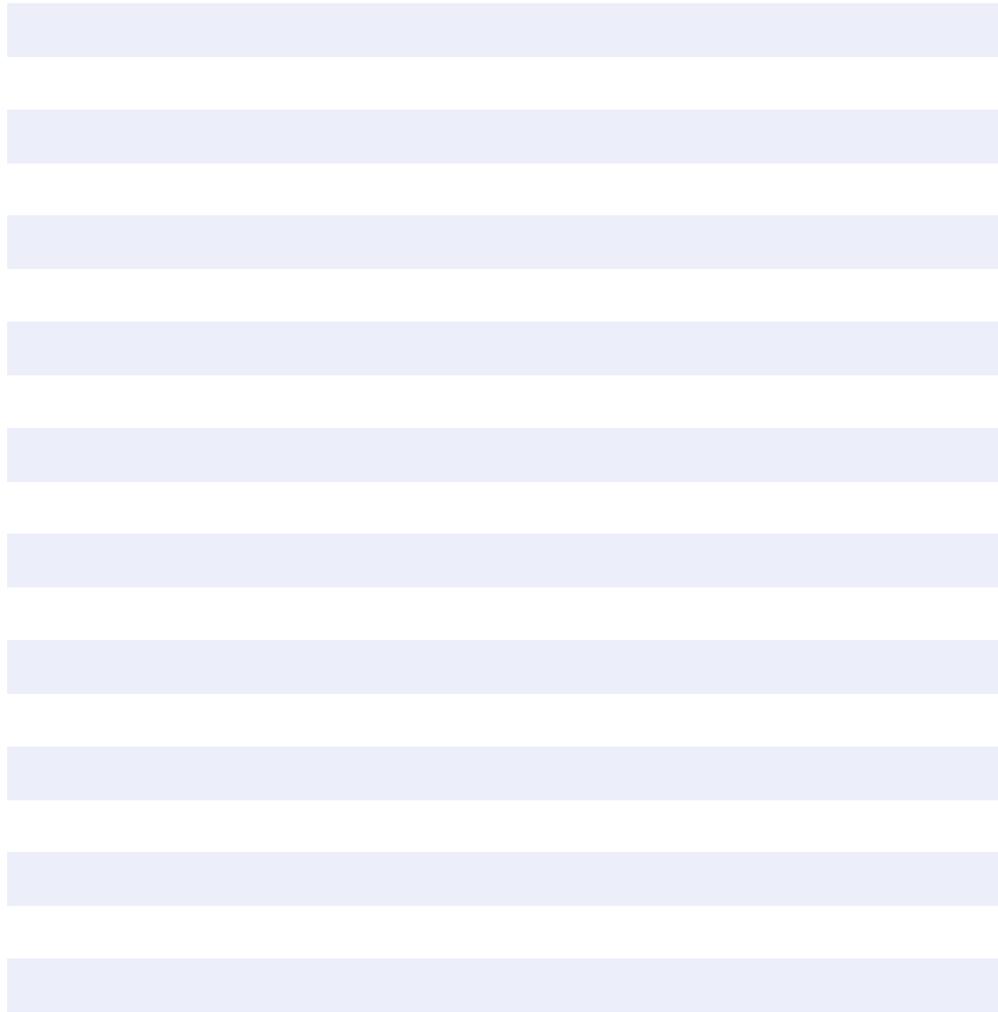
Billing disputes

Advertising and marketing

Closing/Cancelling account

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	VA	24450		N/A
PayPal Holdings, Inc.	OH	43830		N/A
JPMorgan Chase & Co.	MA	01501		N/A
Capital One	FL	33616		N/A
Bank of America	WI	53405	Older American	N/A
JPMorgan Chase & Co.	CA	94105	Servicemember	N/A
Wells Fargo & Company	CA	95401	Older American	N/A
JPMorgan Chase & Co.	GA	30813	Servicemember	N/A
TD Bank US Holding Company	TX	77257		N/A
Synchrony Financial	PA	16001		N/A
Discover	CA	95132		N/A
Wells Fargo & Company	VA	23462		N/A
Bank of America	FL	34786		N/A
Bank of America	NC	28717		N/A
Capital One	IA	51366	Older American	N/A
Bank of America	CA	90201		N/A
Bank of America	NY	10028		N/A
Synchrony Financial	MN	55434		N/A
Capital One	NY	14544		N/A
Bank of America	MD	20876		N/A
Citibank	WI	53209		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	01/07/2015	Closed with monetary relief	Yes	No
Web	12/17/2014	Closed with explanation	Yes	Yes
Referral	12/12/2014	Closed with explanation	Yes	No
Web	01/08/2015	Closed with explanation	Yes	Yes
Web	01/07/2015	Closed with monetary relief	Yes	No
Postal mail	12/10/2014	Closed with explanation	Yes	No
Phone	01/13/2015	Closed with explanation	Yes	No
Web	01/08/2015	Closed with explanation	Yes	No
Web	12/23/2014	Closed with explanation	Yes	Yes
Postal mail	12/11/2014	Closed with non-monetary relief	Yes	No
Referral	01/08/2015	Closed with explanation	Yes	No
Web	01/02/2015	Closed with explanation	Yes	No
Web	12/09/2014	Closed with explanation	Yes	Yes
Postal mail	12/10/2014	Closed with explanation	Yes	No
Web	12/19/2014	Closed with monetary relief	Yes	No
Web	01/08/2015	Closed with monetary relief	Yes	No
Web	01/08/2015	Closed with non-monetary relief	Yes	No
Referral	01/08/2015	Closed with explanation	Yes	No
Web	12/26/2014	Closed with explanation	Yes	No
Phone	12/22/2014	Closed with explanation	Yes	No
Referral	12/23/2014	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

1185215

1156063

1150864

1179220

1185150

1148781

1185744

1185762

1164312

1148848

1178119

1178449

1148877

1148878

1165339

1187040

1187061

1178527

1171352

1163786

1164498

Credit Card Complaints

Based on Consumer Complaints

12/19/2014	Credit card
12/26/2014	Credit card
12/19/2014	Credit card
12/09/2014	Credit card
12/26/2014	Credit card
12/19/2014	Credit card
12/09/2014	Credit card
01/08/2015	Credit card
12/20/2014	Credit card
01/08/2015	Credit card
01/02/2015	Credit card
01/02/2015	Credit card
12/27/2014	Credit card
01/02/2015	Credit card
12/27/2014	Credit card
12/27/2014	Credit card
12/27/2014	Credit card
01/02/2015	Credit card
12/27/2014	Credit card
12/28/2014	Credit card
01/02/2015	Credit card

Credit Card Complaints

Based on Consumer Complaints

Billing disputes

Customer service / Customer relations

Closing/Cancelling account

Customer service / Customer relations

Billing disputes

Privacy

Credit card protection / Debt protection

Advertising and marketing

Late fee

Convenience checks

Closing/Cancelling account

Transaction issue

Billing disputes

Customer service / Customer relations

Customer service / Customer relations

Privacy

Billing statement

Identity theft / Fraud / Embezzlement

Identity theft / Fraud / Embezzlement

Other

Credit line increase/decrease

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Citibank	MI	49686		N/A
Citibank	OH	44107		N/A
Wells Fargo & Company	CA	92116		N/A
Wells Fargo & Company	OK	73142		N/A
Synchrony Financial	KY	40342	Older American	N/A
Capital One	NY	13492		N/A
Citibank	GA	30097		N/A
PayPal Holdings, Inc.	KY	40013		N/A
TD Bank US Holding Company	CA	95831		N/A
JPMorgan Chase & Co.	FL	33129		N/A
Discover	FL	32940		N/A
U.S. Bancorp	MD	20721	Older American	N/A
Amex	NY	11552	Older American	N/A
Capital One	MO	63101		N/A
Amex	IL	60192		N/A
Amex	VA	22960		N/A
Bank of America	OR	97229		N/A
Wells Fargo & Company	CO	80128		N/A
Citibank	PA	17104		N/A
Citibank	CA	95693	Older American	N/A
Wells Fargo & Company	NY	10977		N/A

Credit Card Complaints

Based on Consumer Complaints

Referral	12/23/2014	Closed with explanation	Yes	No
Web	12/26/2014	Closed with explanation	Yes	No
Web	12/19/2014	Closed with monetary relief	Yes	No
Phone	12/11/2014	Closed with explanation	Yes	No
Web	12/26/2014	Closed with monetary relief	Yes	No
Web	12/19/2014	Closed with explanation	Yes	No
Web	12/11/2014	Closed with explanation	Yes	No
Web	01/12/2015	Closed with explanation	Yes	No
Web	12/20/2014	Closed with monetary relief	Yes	Yes
Web	01/08/2015	Closed with monetary relief	Yes	No
Postal mail	01/07/2015	Closed with non-monetary relief	Yes	No
Web	01/08/2015	Closed with explanation	Yes	No
Web	12/27/2014	Closed with monetary relief	Yes	No
Web	01/02/2015	Closed with explanation	Yes	No
Web	12/27/2014	Closed with monetary relief	Yes	No
Web	12/27/2014	Closed with explanation	Yes	Yes
Web	12/27/2014	Closed with explanation	Yes	No
Referral	01/07/2015	Closed with explanation	Yes	No
Web	12/27/2014	Closed with explanation	Yes	Yes
Web	12/28/2014	Closed with monetary relief	Yes	No
Referral	01/05/2015	Closed with explanation	Yes	Yes

Credit Card Complaints

Based on Consumer Complaints

1164504

1171420

1164520

1148118

1171455

1165289

1148121

1186034

1165488

1186087

1178766

1178768

1171956

1178784

1171977

1171996

1172022

1178842

1172029

1172142

1179479

Credit Card Complaints

Based on Consumer Complaints

01/02/2015	Credit card
01/03/2015	Credit card
01/08/2015	Credit card
01/08/2015	Credit card
12/09/2014	Credit card
12/19/2014	Credit card
12/19/2014	Credit card
12/19/2014	Credit card
12/09/2014	Credit card
12/19/2014	Credit card
12/19/2014	Credit card
12/19/2014	Credit card
12/09/2014	Credit card
12/10/2014	Credit card
12/19/2014	Credit card
12/15/2014	Credit card
12/10/2014	Credit card
12/15/2014	Credit card
12/10/2014	Credit card
12/20/2014	Credit card
12/10/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Customer service / Customer relations

Billing disputes

Other

Credit card protection / Debt protection

Identity theft / Fraud / Embezzlement

APR or interest rate

Cash advance

APR or interest rate

APR or interest rate

Advertising and marketing

Closing/Cancelling account

Transaction issue

Transaction issue

Advertising and marketing

Advertising and marketing

Customer service / Customer relations

Delinquent account

Customer service / Customer relations

Other

Rewards

Other fee

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Synchrony Financial	CA	94566		N/A
Citibank	NJ	08816		N/A
Continental Finance Company, LLC	PA	17055		N/A
Discover	OH	43050	Older American	N/A
Amex	FL	33498		N/A
Capital One	CA	95003		N/A
Wells Fargo & Company	TX	75204		N/A
Wells Fargo & Company	GA	30060		N/A
Discover	IN	46226		N/A
JPMorgan Chase & Co.	GA	30907		N/A
Regions Financial Corporation	TN	37174		N/A
Bank of America	SD	57469		N/A
Bank of America	OH	45701		N/A
JPMorgan Chase & Co.	CA	92629		N/A
Citibank	PA	15840		N/A
Barclays PLC	VA	22203	Servicemember	N/A
Bank of America	NY	11694		N/A
Wells Fargo & Company	CO	80550		N/A
Bank of America	MD	20904	Older American	N/A
Bank of America	NY	11763		N/A
Bank of America	IA	50322		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	01/08/2015	Closed with monetary relief	Yes	No
Web	01/03/2015	Closed with explanation	Yes	No
Web	01/13/2015	Closed with explanation	Yes	No
Phone	01/12/2015	Closed with explanation	Yes	No
Fax	12/10/2014	Closed with explanation	Yes	No
Web	12/19/2014	Closed with explanation	Yes	No
Web	12/19/2014	Closed with explanation	Yes	No
Web	12/19/2014	Closed with monetary relief	Yes	Yes
Web	12/09/2014	Closed with explanation	Yes	Yes
Web	12/19/2014	Closed with explanation	Yes	Yes
Phone	12/22/2014	Closed with non-monetary relief	Yes	No
Web	12/19/2014	Closed with explanation	Yes	No
Web	12/15/2014	Closed with explanation	Yes	No
Web	12/10/2014	Closed with explanation	Yes	Yes
Web	12/19/2014	Closed with explanation	Yes	Yes
Web	12/15/2014	Closed with explanation	Yes	No
Web	12/10/2014	Closed with explanation	Yes	No
Web	12/15/2014	Closed with explanation	Yes	No
Postal mail	12/29/2014	Closed with explanation	Yes	Yes
Web	12/20/2014	Closed with explanation	Yes	No
Referral	12/12/2014	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

1179070

1179737

1185691

1187169

1148322

1165262

1164702

1164735

1149950

1163844

1164772

1164793

1149677

1150293

1165345

1156072

1150364

1157088

1150446

1165379

1150689

Credit Card Complaints

Based on Consumer Complaints

12/20/2014	Credit card
12/10/2014	Credit card
12/20/2014	Credit card
12/10/2014	Credit card
12/20/2014	Credit card
12/10/2014	Credit card
12/15/2014	Credit card
12/20/2014	Credit card
12/20/2014	Credit card
12/20/2014	Credit card
12/21/2014	Credit card
12/10/2014	Credit card
12/28/2014	Credit card
12/10/2014	Credit card
12/15/2014	Credit card
12/10/2014	Credit card
12/21/2014	Credit card
12/15/2014	Credit card
12/10/2014	Credit card
12/21/2014	Credit card
12/29/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Billing disputes

Customer service / Customer relations

Customer service / Customer relations

Application processing delay

Billing disputes

Other

Transaction issue

Privacy

APR or interest rate

Closing/Cancelling account

Identity theft / Fraud / Embezzlement

Billing disputes

Billing statement

APR or interest rate

Closing/Cancelling account

Credit line increase/decrease

Unsolicited issuance of credit card

Other fee

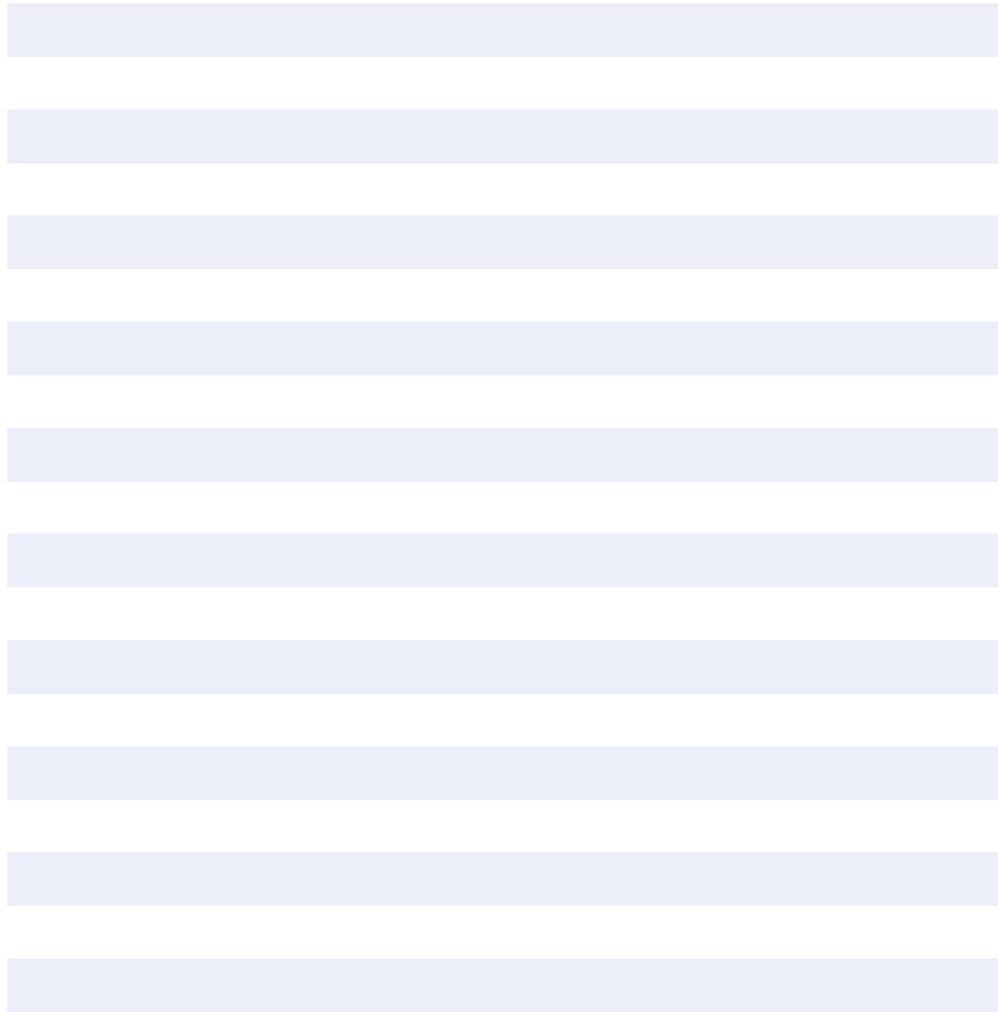
Credit card protection / Debt protection

APR or interest rate

Late fee

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	AE	09803		N/A
Capital One	LA	70435		N/A
Synchrony Financial	NE	68114		N/A
Citibank	NC	28651		N/A
Capital One	IL	60521		N/A
Synchrony Financial	CA	92509		N/A
Citibank	WA	98226		N/A
JPMorgan Chase & Co.	PA	15085		N/A
JPMorgan Chase & Co.	CT	06339		N/A
Wells Fargo & Company	TX	78704		N/A
Citibank	CA	94541		N/A
Citibank	HI	96789		N/A
Capital One	NY	11231		N/A
PayPal Holdings, Inc.	MD	21286		N/A
U.S. Bancorp	CA	27282	Older American	N/A
JPMorgan Chase & Co.	NY	10036		N/A
Synchrony Financial	NY	10019		N/A
Bank of America	CA	90405		N/A
Bank of America	AL	35630		N/A
USAA Savings	VA	23462	Servicemember	N/A
Wells Fargo & Company	AP	96319	Servicemember	N/A

Credit Card Complaints

Based on Consumer Complaints

Web	12/20/2014	Closed with monetary relief	Yes	No
Web	12/10/2014	Closed with explanation	Yes	No
Web	12/24/2014	Closed with explanation	Yes	No
Referral	12/31/2014	Closed with explanation	Yes	Yes
Web	12/20/2014	Closed with monetary relief	Yes	No
Postal mail	12/12/2014	Closed with explanation	Yes	No
Web	12/15/2014	Closed with monetary relief	Yes	No
Web	12/20/2014	Closed with monetary relief	Yes	No
Web	12/20/2014	Closed with explanation	Yes	No
Web	12/20/2014	Closed with explanation	Yes	No
Web	12/24/2014	Closed with explanation	Yes	No
Referral	12/12/2014	Closed with monetary relief	Yes	No
Web	01/02/2015	Closed with explanation	Yes	Yes
Web	12/12/2014	Closed with monetary relief	Yes	No
Web	12/15/2014	Closed with monetary relief	Yes	No
Web	12/10/2014	Closed with explanation	Yes	No
Web	12/24/2014	Closed with non-monetary relief	Yes	No
Web	12/15/2014	Closed with explanation	Yes	No
Web	12/10/2014	Closed with explanation	Yes	No
Web	12/29/2014	Closed with explanation	Yes	Yes
Web	12/29/2014	Closed with monetary relief	Yes	No

Credit Card Complaints

Based on Consumer Complaints

1165413

1151608

1165276

1151545

1165455

1150575

1157291

1165266

1165509

1165510

1165618

1150699

1172291

1151852

1157426

1150742

1165698

1156198

1150841

1165593

1172423

Credit Card Complaints

Based on Consumer Complaints

12/22/2014	Credit card
12/29/2014	Credit card
12/16/2014	Credit card
01/03/2015	Credit card
01/03/2015	Credit card
01/03/2015	Credit card
12/16/2014	Credit card
12/16/2014	Credit card
01/04/2015	Credit card
01/04/2015	Credit card
12/10/2014	Credit card
12/16/2014	Credit card
12/29/2014	Credit card
01/04/2015	Credit card
01/04/2015	Credit card
12/10/2014	Credit card
01/04/2015	Credit card
12/22/2014	Credit card
01/05/2015	Credit card
12/22/2014	Credit card
01/05/2015	Credit card

Credit Card Complaints

Based on Consumer Complaints

Closing/Cancelling account

Closing/Cancelling account

Application processing delay

Other

Billing disputes

APR or interest rate

Other

Identity theft / Fraud / Embezzlement

Advertising and marketing

Other fee

Identity theft / Fraud / Embezzlement

Other

Closing/Cancelling account

Payoff process

Transaction issue

Closing/Cancelling account

APR or interest rate

Late fee

Payoff process

Billing disputes

Late fee

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Bank of America	OH	44830		N/A
JPMorgan Chase & Co.	PA	15132		N/A
Discover	CA	95361	Older American	N/A
Capital One	FL	34224		N/A
Amex	NY	11968		N/A
USAA Savings	GA	31833	Servicemember	N/A
JPMorgan Chase & Co.	WI	53570		N/A
Amex	TX	78247		N/A
Amex	CA	92128		N/A
Capital One	NC	27214		N/A
Pentagon FCU	IL	60615		N/A
Amex	NY	14216		N/A
Bank of America	CO	80129		N/A
Synchrony Financial	CA	93728		N/A
Synchrony Financial	FL	34744		N/A
First National Bank of Omaha	RI	02920		N/A
Wells Fargo & Company	PA	19119	Older American	N/A
Capital One	VA	23703	Servicemember	N/A
Amex	MA	02143		N/A
Barclays PLC	FL	32164		N/A
Barclays PLC	MA	02116		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	12/22/2014	Closed with explanation	Yes	No
Web	12/29/2014	Closed with explanation	Yes	No
Web	12/16/2014	Closed with explanation	Yes	No
Web	01/08/2015	Closed with non-monetary relief	Yes	No
Web	01/03/2015	Closed with monetary relief	Yes	No
Web	01/03/2015	Closed with monetary relief	Yes	No
Web	12/16/2014	Closed with monetary relief	Yes	No
Web	12/16/2014	Closed with explanation	Yes	Yes
Web	01/04/2015	Closed with explanation	Yes	No
Web	01/04/2015	Closed with explanation	Yes	No
Web	12/10/2014	Closed with explanation	Yes	No
Web	12/17/2014	Closed with explanation	Yes	No
Web	01/05/2015	Closed with explanation	Yes	No
Web	01/04/2015	Closed with monetary relief	Yes	No
Web	01/04/2015	Closed with monetary relief	Yes	No
Web	12/10/2014	Closed with explanation	Yes	No
Web	01/04/2015	Closed with explanation	Yes	No
Web	12/22/2014	Closed with explanation	Yes	No
Web	01/05/2015	Closed with monetary relief	Yes	No
Postal mail	12/29/2014	Closed with monetary relief	Yes	No
Web	01/08/2015	Closed with monetary relief	Yes	No

Credit Card Complaints

Based on Consumer Complaints

1166069

1173759

1158139

1179646

1179676

1179687

1158202

1158206

1179823

1179824

1151107

1157962

1172637

1179911

1179913

1151152

1179932

1165854

1180098

1166259

1180130

Credit Card Complaints

Based on Consumer Complaints

12/16/2014	Credit card
12/29/2014	Credit card
12/16/2014	Credit card
12/29/2014	Credit card
12/10/2014	Credit card
01/08/2015	Credit card
12/29/2014	Credit card
01/05/2015	Credit card
12/29/2014	Credit card
12/22/2014	Credit card
12/29/2014	Credit card
12/29/2014	Credit card
12/10/2014	Credit card
01/08/2015	Credit card
12/11/2014	Credit card
12/22/2014	Credit card
12/16/2014	Credit card
01/05/2015	Credit card
12/22/2014	Credit card
12/11/2014	Credit card
12/29/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Billing disputes

Rewards

Forbearance / Workout plans

Other fee

Billing disputes

Delinquent account

Closing/Cancelling account

Other fee

Rewards

Billing disputes

Application processing delay

Other

Other

Billing disputes

Bankruptcy

Identity theft / Fraud / Embezzlement

Billing disputes

Late fee

Other

Billing disputes

Closing/Cancelling account

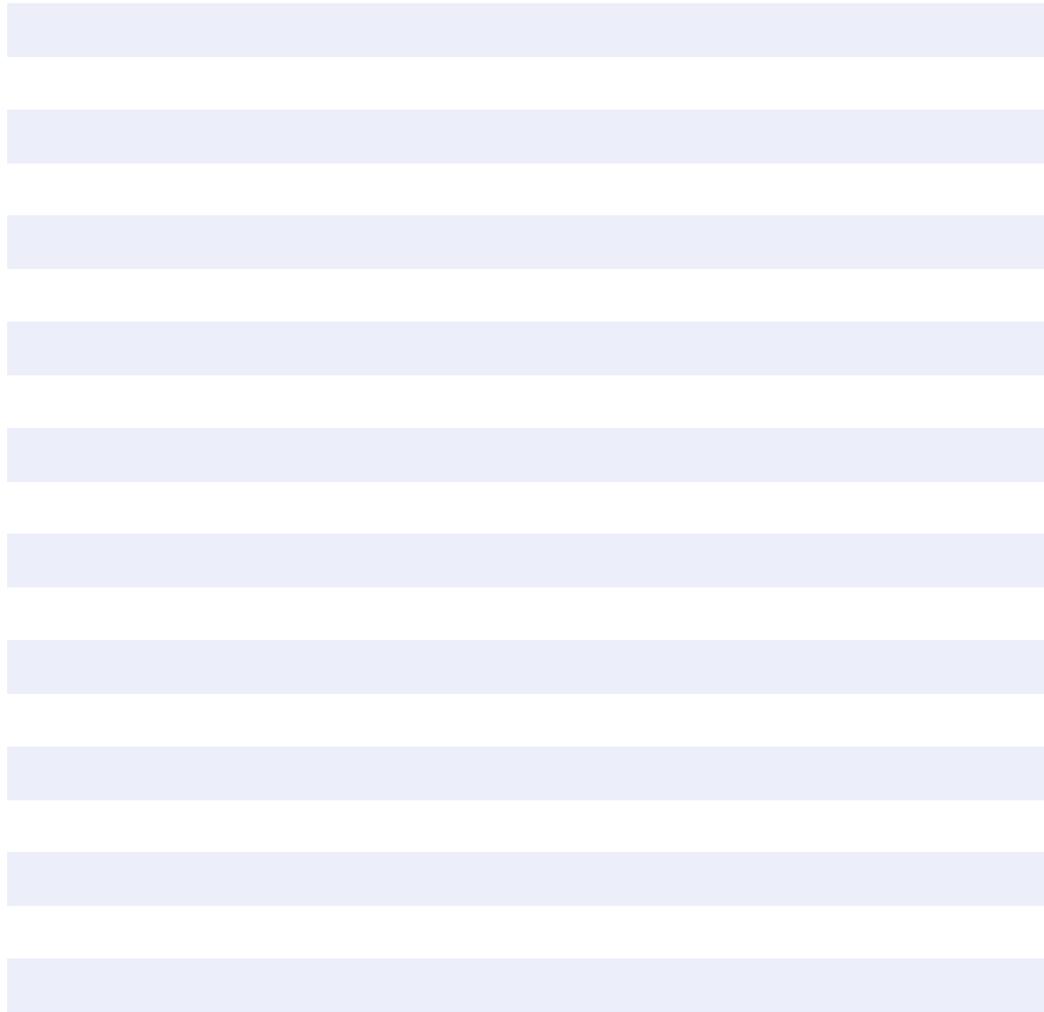
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Citibank	OH	44054		N/A
PNC Bank N.A.	NJ	08052	Older American	N/A
Citibank	CO	80214		N/A
Synchrony Financial	GA	30012		N/A
Capital One	CA	95833		N/A
Navy FCU	VA	23703	Servicemember	N/A
Citibank	NY	11413		N/A
Bank of America	NJ	07087		N/A
Capital One	TX	77065		N/A
Bank of America	NV	89137		N/A
TD Bank US Holding Company	CO	80211	Servicemember	N/A
Discover	GA	30401	Older American	N/A
Synchrony Financial	CA	96020	Older American	N/A
Synchrony Financial	CA	95726	Servicemember	N/A
Amex	NC	27603		N/A
Synchrony Financial	MO	64152	Servicemember	N/A
Amex	GA	31324		N/A
Bank of America	IL	60641		N/A
TD Bank US Holding Company	WI	54552	Older American	N/A
Citibank	NY	11377		N/A
JPMorgan Chase & Co.	GA	30622	Older American	N/A

Credit Card Complaints

Based on Consumer Complaints

Phone	12/17/2014	Closed with explanation	Yes	Yes
Phone	01/05/2015	Closed with explanation	Yes	No
Web	12/17/2014	Closed with explanation	Yes	Yes
Web	12/29/2014	Closed with explanation	Yes	Yes
Phone	12/11/2014	Closed with explanation	Yes	No
Web	01/08/2015	Closed with explanation	Yes	No
Postal mail	01/05/2015	Closed with explanation	Yes	No
Referral	01/09/2015	Closed with explanation	Yes	No
Web	12/29/2014	Closed with explanation	Yes	Yes
Fax	12/24/2014	Closed with explanation	Yes	Yes
Web	12/29/2014	Closed with explanation	Yes	Yes
Web	12/29/2014	Closed with explanation	Yes	No
Web	12/10/2014	Closed with explanation	Yes	No
Phone	01/13/2015	Closed with non-monetary relief	Yes	No
Web	12/11/2014	Closed with explanation	Yes	Yes
Web	12/29/2014	Closed with explanation	Yes	No
Web	12/16/2014	Closed with non-monetary relief	Yes	No
Web	01/05/2015	Closed with explanation	Yes	Yes
Web	12/22/2014	Closed with explanation	Yes	Yes
Web	12/11/2014	Closed with explanation	Yes	No
Web	12/29/2014	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

1157796

1172718

1157929

1172791

1151365

1187132

1173096

1180553

1174290

1165956

1172942

1172965

1150100

1186860

1151859

1166568

1158701

1180510

1165930

1152237

1173079

Credit Card Complaints

Based on Consumer Complaints

12/29/2014	Credit card
12/29/2014	Credit card
01/14/2015	Credit card
01/09/2015	Credit card
12/22/2014	Credit card
12/22/2014	Credit card
12/22/2014	Credit card
01/09/2015	Credit card
01/09/2015	Credit card
12/29/2014	Credit card
12/22/2014	Credit card
12/16/2014	Credit card
12/29/2014	Credit card
01/05/2015	Credit card
01/05/2015	Credit card
12/29/2014	Credit card
01/09/2015	Credit card
12/29/2014	Credit card
12/16/2014	Credit card
01/05/2015	Credit card
01/21/2015	Credit card

Credit Card Complaints

Based on Consumer Complaints

Credit determination

Billing disputes

Closing/Cancelling account

Forbearance / Workout plans

Billing disputes

Billing disputes

Billing disputes

Billing statement

Delinquent account

Billing disputes

Other

Billing statement

Identity theft / Fraud / Embezzlement

Late fee

Credit determination

APR or interest rate

Closing/Cancelling account

Other

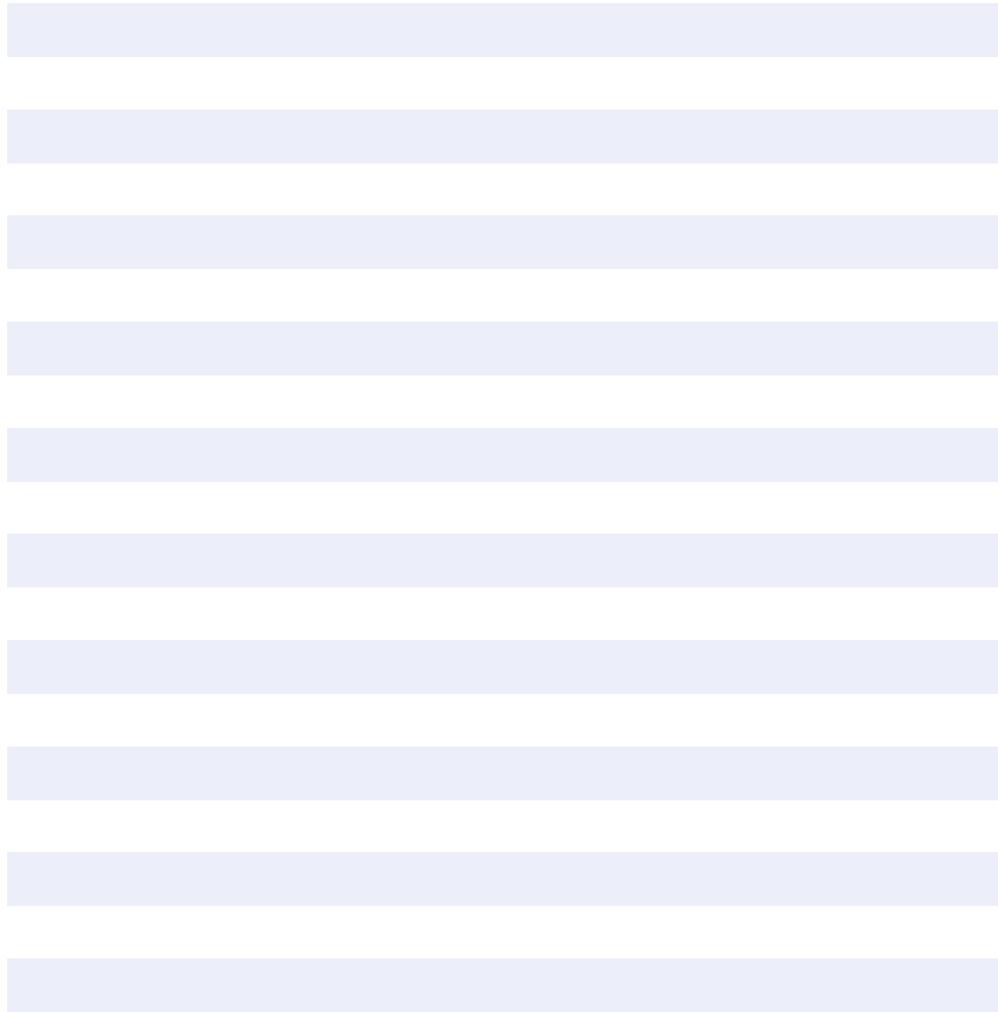
Transaction issue

Billing disputes

Unsolicited issuance of credit card

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Discover	NM	88260		N/A
PayPal Holdings, Inc.	NY	10941		N/A
Bank of America	CA	93950	Older American	N/A
State Farm Bank	WI	53119		N/A
Regions Financial Corporation	FL	32210		N/A
JPMorgan Chase & Co.	CO	80211		N/A
Discover	TX	78612		N/A
Citibank	OH	43542		N/A
Citibank	TX	78260	Older American	N/A
JPMorgan Chase & Co.	LA	70448	Older American	N/A
Wells Fargo & Company	CO	80129		N/A
JPMorgan Chase & Co.	OH	43078		N/A
HSBC North America Holdings Inc.	CO	80906	Servicemember	N/A
Citibank	TX	78701		N/A
U.S. Bancorp	OH	45459		N/A
JPMorgan Chase & Co.	FL	33706		N/A
Wells Fargo & Company	AZ	85050		N/A
Citibank	IN	46140		N/A
Bank of America	NY	12077		N/A
TD Bank US Holding Company	KY	40220		N/A
Discover	GA	30331		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	01/05/2015	Closed with explanation	Yes	Yes
Web	01/05/2015	Closed with explanation	Yes	No
Web	01/14/2015	Closed with explanation	Yes	Yes
Phone	01/12/2015	Closed with explanation	Yes	No
Web	12/23/2014	Closed with monetary relief	Yes	No
Web	12/22/2014	Closed with explanation	Yes	Yes
Web	12/22/2014	Closed with monetary relief	Yes	No
Phone	01/09/2015	Closed with monetary relief	Yes	No
Web	01/09/2015	Closed with monetary relief	Yes	No
Web	12/29/2014	Closed with explanation	Yes	Yes
Web	01/22/2015	Closed with non-monetary relief	Yes	No
Web	12/16/2014	Closed with monetary relief	Yes	No
Web	12/30/2014	Closed with explanation	Yes	No
Web	01/05/2015	Closed with monetary relief	Yes	No
Web	01/05/2015	Closed with explanation	Yes	No
Referral	01/05/2015	Closed with explanation	Yes	No
Web	01/09/2015	Closed with monetary relief	Yes	No
Web	12/29/2014	Closed with explanation	Yes	Yes
Web	12/16/2014	Closed with explanation	Yes	Yes
Web	01/09/2015	Closed with monetary relief	Yes	No
Web	01/21/2015	Closed with explanation	Yes	Yes

Credit Card Complaints

Based on Consumer Complaints

1173091

1173101

1192918

1187697

1166778

1165906

1166784

1187782

1187783

1173335

1166851

1158983

1173622

1180866

1180867

1174256

1187845

1173402

1159017

1180928

1202973

Credit Card Complaints

Based on Consumer Complaints

01/05/2015	Credit card
01/09/2015	Credit card
12/22/2014	Credit card
12/29/2014	Credit card
01/21/2015	Credit card
01/14/2015	Credit card
01/09/2015	Credit card
01/14/2015	Credit card
01/05/2015	Credit card
12/16/2014	Credit card
01/15/2015	Credit card
01/21/2015	Credit card
12/30/2014	Credit card
12/30/2014	Credit card
01/15/2015	Credit card
01/15/2015	Credit card
12/30/2014	Credit card
01/15/2015	Credit card
12/30/2014	Credit card
01/09/2015	Credit card
12/16/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Unsolicited issuance of credit card

Delinquent account

Identity theft / Fraud / Embezzlement

Credit card protection / Debt protection

Balance transfer

Billing disputes

Rewards

Billing statement

Unsolicited issuance of credit card

APR or interest rate

Privacy

Other

Billing disputes

Transaction issue

Advertising and marketing

Identity theft / Fraud / Embezzlement

Privacy

Other

Billing disputes

Delinquent account

Billing disputes

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Synchrony Financial	CO	81303		N/A
Citibank	OH	44305		N/A
Discover	AZ	85705		N/A
Discover	OK	73116	Older American	N/A
Wells Fargo & Company	CA	92679		N/A
Capital One	CO	81224		N/A
Amex	IL	60126		N/A
Citibank	AZ	85042		N/A
U.S. Bancorp	MN	55378		N/A
Capital One	ME	04760		N/A
Bank of America	CA	95624		N/A
Atlanticus Services Corporation	SC	29171		N/A
Citibank	NJ	08003		N/A
Capital One	CA	93105		N/A
U.S. Bancorp	IL	60110		N/A
HSBC North America Holdings Inc.	NY	11223		N/A
JPMorgan Chase & Co.	OR	97034		N/A
Capital One	NJ	07728		N/A
Citibank	DC	20017	Older American	N/A
Citibank	GA	30040		N/A
Wells Fargo & Company	FL	32206	Older American	N/A

Credit Card Complaints

Based on Consumer Complaints

Web	01/28/2015	Closed with non-monetary relief	Yes	No
Web	01/09/2015	Closed with explanation	Yes	No
Web	12/22/2014	Closed with non-monetary relief	Yes	No
Web	12/29/2014	Closed with monetary relief	Yes	No
Web	01/21/2015	Closed with explanation	Yes	No
Web	01/14/2015	Closed with monetary relief	Yes	No
Web	01/09/2015	Closed with monetary relief	Yes	No
Web	01/16/2015	Closed with explanation	Yes	No
Web	01/05/2015	Closed with non-monetary relief	Yes	No
Web	12/16/2014	Closed with explanation	Yes	No
Web	02/03/2015	Closed with non-monetary relief	Yes	No
Web	01/21/2015	Closed with monetary relief	Yes	No
Referral	01/05/2015	Closed with monetary relief	Yes	No
Referral	01/05/2015	Closed with explanation	Yes	No
Web	01/15/2015	Closed with explanation	Yes	No
Web	01/15/2015	Closed with explanation	Yes	No
Web	12/30/2014	Closed with explanation	Yes	Yes
Web	01/15/2015	Closed with non-monetary relief	Yes	No
Web	12/30/2014	Closed with monetary relief	Yes	No
Web	01/09/2015	Closed with explanation	Yes	No
Phone	12/17/2014	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

1180888

1187895

1166943

1173453

1201334

1191914

1188035

1193392

1181217

1157993

1194263

1201087

1174321

1174324

1194307

1194315

1175742

1194334

1174353

1187606

1159372

Credit Card Complaints

Based on Consumer Complaints

12/30/2014	Credit card
01/15/2015	Credit card
12/30/2014	Credit card
01/09/2015	Credit card
12/30/2014	Credit card
12/30/2014	Credit card
01/15/2015	Credit card
01/09/2015	Credit card
01/09/2015	Credit card
12/30/2014	Credit card
01/15/2015	Credit card
01/09/2015	Credit card
01/15/2015	Credit card
01/15/2015	Credit card
01/15/2015	Credit card
01/21/2015	Credit card
01/15/2015	Credit card
01/21/2015	Credit card
01/21/2015	Credit card
01/10/2015	Credit card

Credit Card Complaints

Based on Consumer Complaints

Customer service / Customer relations

Other

Identity theft / Fraud / Embezzlement

Billing disputes

Cash advance

Late fee

Privacy

Convenience checks

Identity theft / Fraud / Embezzlement

Identity theft / Fraud / Embezzlement

APR or interest rate

Billing disputes

Closing/Cancelling account

Other

Customer service / Customer relations

Advertising and marketing

Closing/Cancelling account

Customer service / Customer relations

Billing disputes

Billing disputes

Billing statement

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Capital One	WA	98229		N/A
Synchrony Financial	LA	70435		N/A
JPMorgan Chase & Co.	NY	11743		N/A
Wells Fargo & Company	CA	90066	Older American	N/A
Wells Fargo & Company	PA	17013	Older American	N/A
Synovus Bank	IL	60016		N/A
Citibank	KS	66221		N/A
JPMorgan Chase & Co.	GA	30157		N/A
Synchrony Financial	MA	01609		N/A
Citibank	PA	17022	Older American	N/A
Synchrony Financial	NJ	08035		N/A
Synchrony Financial	TX	78599		N/A
Capital One	CO	80209		N/A
Citibank	OH	44134		N/A
JPMorgan Chase & Co.			Older American	N/A
Citibank	TX	77065		N/A
Synchrony Financial	MO	63141		N/A
Capital One	CA	94952		N/A
Bank of America	CA	90293		N/A
Synchrony Financial	DC	20036		N/A
JPMorgan Chase & Co.	GA	30076		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	12/30/2014	Closed with explanation	Yes	No
Web	01/15/2015	Closed with monetary relief	Yes	No
Web	01/05/2015	Closed with explanation	Yes	Yes
Web	01/09/2015	Closed with explanation	Yes	No
Web	12/30/2014	Closed with explanation	Yes	Yes
Web	01/05/2015	Closed with explanation	Yes	No
Web	01/15/2015	Closed with explanation	Yes	Yes
Web	01/14/2015	Closed with explanation	Yes	No
Postal mail	01/15/2015	Closed with explanation	Yes	Yes
Web	12/30/2014	Closed with monetary relief	Yes	No
Web	01/15/2015	Closed with monetary relief	Yes	No
Phone	01/14/2015	Closed with explanation	Yes	No
Web	01/15/2015	Closed with explanation	Yes	No
Phone	01/20/2015	Closed with explanation	Yes	No
Phone	01/20/2015	Closed with explanation	Yes	No
Web	01/15/2015	Closed with explanation	Yes	No
Web	01/26/2015	Closed with explanation	Yes	No
Web	01/15/2015	Closed with explanation	Yes	Yes
Web	01/21/2015	Closed with monetary relief	Yes	No
Web	01/21/2015	Closed with explanation	Yes	No
Web	01/10/2015	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

1174416

1194409

1176077

1188333

1174479

1174506

1194555

1188380

1189109

1174536

1194654

1188478

1194682

1193908

1195481

1194965

1200944

1194991

1202212

1201308

1189266

Credit Card Complaints

Based on Consumer Complaints

01/10/2015	Credit card
01/21/2015	Credit card
01/10/2015	Credit card
01/11/2015	Credit card
01/21/2015	Credit card
01/21/2015	Credit card
12/22/2014	Credit card
01/22/2015	Credit card
12/22/2014	Credit card
12/23/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Other

Customer service / Customer relations

Unsolicited issuance of credit card

Advertising and marketing

Other fee

Other fee

Closing/Cancelling account

Billing statement

Application processing delay

Other

Other

Advertising and marketing

Transaction issue

Closing/Cancelling account

Convenience checks

Billing disputes

Transaction issue

Billing disputes

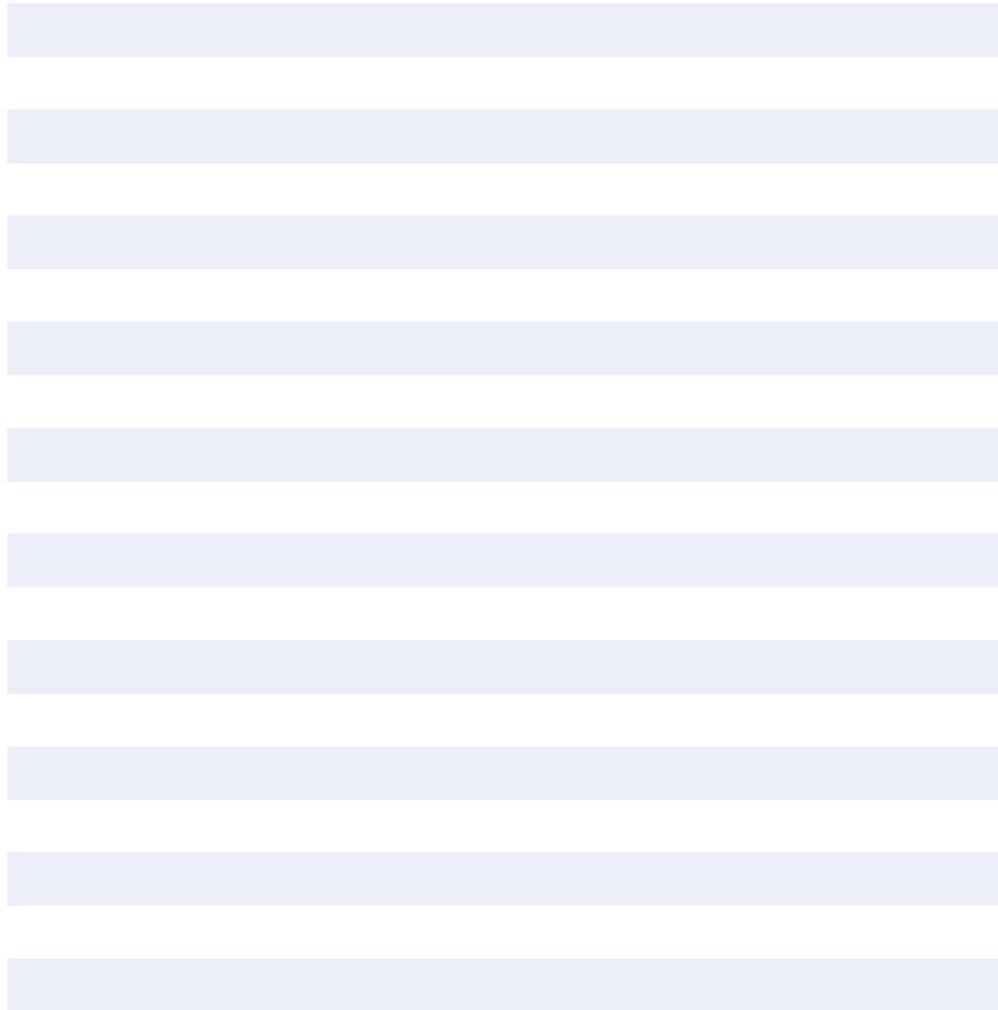
Closing/Cancelling account

Delinquent account

Billing disputes

Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

Capital One	FL	32092	Older American	N/A
Bank of America	OH	44813	Older American	N/A
Capital One	TX	75019		N/A
Capital One	FL	33614	Older American	N/A
Capital One	MA	01581	Older American	N/A
Amscot Corporation	FL	34685		N/A
Barclays PLC	NM	87120		N/A
Citibank	GA	30058		N/A
Wells Fargo & Company	TX	77840		N/A
Bank of America	NY	11375		N/A
Discover	WA	98102		N/A
Synchrony Financial	AL	35007		N/A
Citibank	NC	27513		N/A
Capital One	FL	80015		N/A
Discover	OH	43240		N/A
Citibank	NJ	08620		N/A
Citibank	KY	40729		N/A
Capital One	WA	99004		N/A
Synchrony Financial	PA	18052		N/A
JPMorgan Chase & Co.	CO	80134		N/A
JPMorgan Chase & Co.	NY	10989		N/A

Credit Card Complaints

Based on Consumer Complaints

Web	01/10/2015	Closed with monetary relief	Yes	No
Web	01/10/2015	Closed with explanation	Yes	No
Web	01/10/2015	Closed with explanation	Yes	No
Web	01/10/2015	Closed with explanation	Yes	No
Web	01/10/2015	Closed with monetary relief	Yes	No
Referral	01/26/2015	Closed with explanation	Yes	No
Web	01/10/2015	Closed with monetary relief	Yes	No
Web	01/11/2015	Closed with explanation	Yes	No
Web	01/11/2015	Closed with explanation	Yes	No
Web	01/11/2015	Closed with explanation	Yes	No
Web	01/11/2015	Closed with explanation	Yes	No
Web	01/27/2015	Closed with non-monetary relief	Yes	No
Web	01/21/2015	Closed with monetary relief	Yes	No
Web	12/29/2014	Closed with explanation	Yes	No
Web	01/22/2015	Closed with explanation	Yes	Yes
Web	12/22/2014	Closed with monetary relief	Yes	No
Referral	12/30/2014	Closed with explanation	Yes	Yes
Referral	12/29/2014	Closed with explanation	Yes	No
Phone	12/23/2014	Closed with monetary relief	Yes	No
Web	12/29/2014	Closed with explanation	Yes	No
Web	12/23/2014	Closed with explanation	Yes	No

Credit Card Complaints

Based on Consumer Complaints

1189295

1189440

1189442

1189384

1189342

1203241

1189354

1189695

1189550

1189596

1189598

1202549

1202658

1167491

1203537

1167611

1168228

1168248

1168280

1167878

1168006

Credit Card Complaints

Based on Consumer Complaints

12/23/2014	Credit card
01/11/2015	Credit card
12/23/2014	Credit card
01/12/2015	Credit card
12/17/2014	Credit card
01/12/2015	Credit card
01/12/2015	Credit card
12/17/2014	Credit card
12/17/2014	Credit card
01/12/2015	Credit card
01/12/2015	Credit card
12/17/2014	Credit card
12/17/2014	Credit card
12/23/2014	Credit card
12/23/2014	Credit card
12/23/2014	Credit card
12/17/2014	Credit card

Credit Card Complaints

Based on Consumer Complaints

Identity theft / Fraud / Embezzlement

Rewards

Identity theft / Fraud / Embezzlement

Identity theft / Fraud / Embezzlement

Application processing delay

Delinquent account

Customer service / Customer relations

Credit line increase/decrease

Other

Other

Billing disputes

Other

Identity theft / Fraud / Embezzlement

Billing statement

Late fee

Identity theft / Fraud / Embezzlement

Identity theft / Fraud / Embezzlement

Credit determination

Billing disputes

Delinquent account

Other

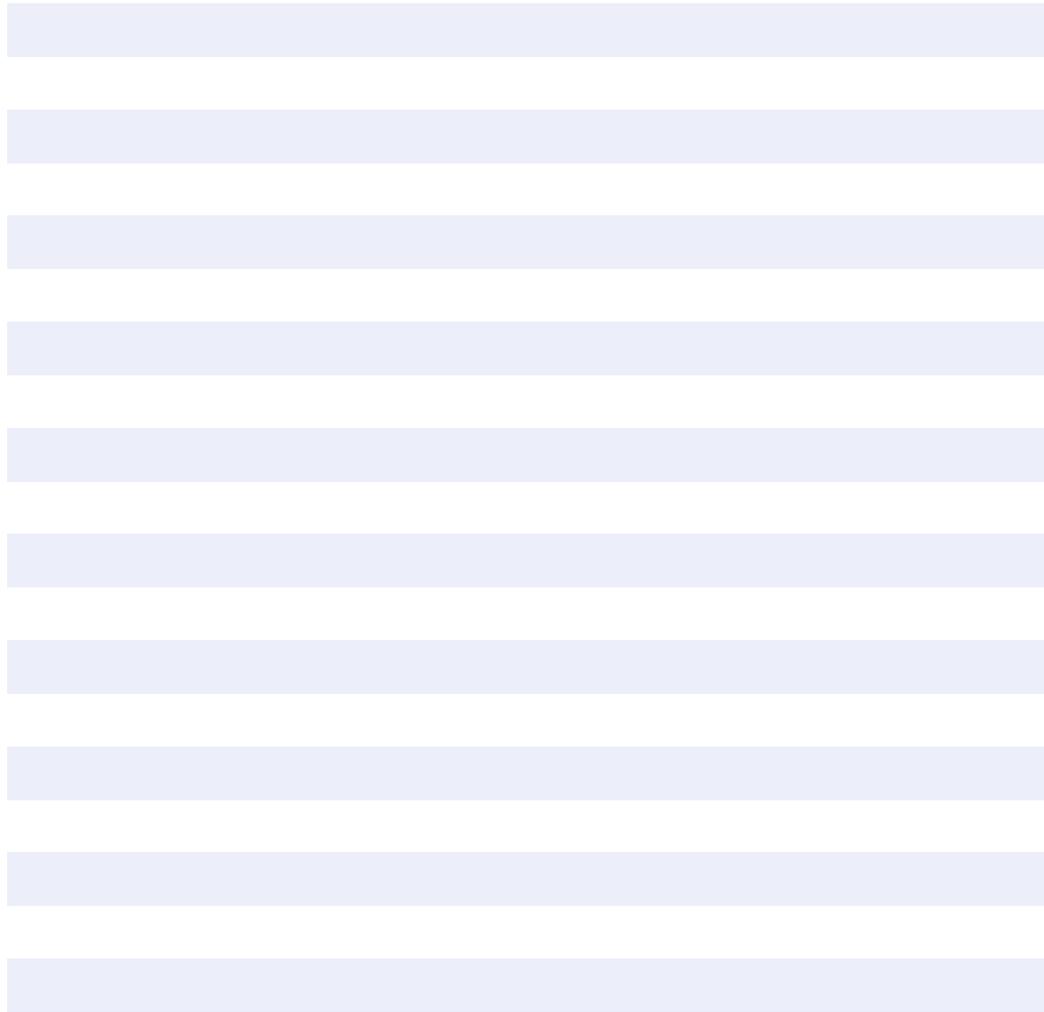
Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints



Credit Card Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	NY	10003		N/A
Citibank	MO	63640		N/A
Capital One	OH	44107		N/A
Citibank	NY	10703		N/A
Barclays PLC	IA	50323		N/A
Barclays PLC	SC	29229		N/A
Citibank	MD	21207		N/A
Wells Fargo & Company	TX	77099		N/A
Discover	NV	89144		N/A
Citibank	TX	76354		N/A
JPMorgan Chase & Co.	CA	92881	Servicemember	N/A
Experian	CA	95132		N/A
Capital One	CA	94542		N/A
Wells Fargo & Company	GA	30318	Older American	N/A
Bank of America	CO	80209		N/A
Capital One	FL	33434		N/A
JPMorgan Chase & Co.	LA	70130		N/A
JPMorgan Chase & Co.	TX	77072		N/A
Amex	CT	06460		N/A
Capital One	CA	91977		N/A
Capital One	IL	61547	Older American	N/A

Credit Card Complaints

Based on Consumer Complaints

Referral	12/30/2014	Closed with explanation	Yes	No
Web	01/11/2015	Closed with non-monetary relief	Yes	No
Web	12/23/2014	Closed with monetary relief	Yes	No
Web	01/12/2015	Closed with explanation	Yes	Yes
Web	01/15/2015	Closed with explanation	Yes	No
Web	01/12/2015	Closed with explanation	Yes	No
Referral	01/15/2015	Closed with monetary relief	Yes	No
Phone	01/12/2015	Closed with explanation	Yes	Yes
Web	12/18/2014	Closed with explanation	Yes	Yes
Web	01/12/2015	Closed with explanation	Yes	Yes
Web	01/12/2015	Closed with explanation	Yes	Yes
Web	12/18/2014	Closed with explanation	Yes	Yes
Web	12/17/2014	Closed with explanation	Yes	No
Web	01/12/2015	Closed with explanation	Yes	No
Web	01/12/2015	Closed with explanation	Yes	No
Web	12/17/2014	Closed with explanation	Yes	No
Referral	12/17/2014	Closed with explanation	Yes	No
Referral	12/29/2014	Closed with explanation	Yes	No
Web	12/23/2014	Closed with explanation	Yes	Yes
Web	12/23/2014	Closed with monetary relief	Yes	No
Web	12/18/2014	Closed with explanation	Yes	Yes

Credit Card Complaints

Based on Consumer Complaints

1169107

1189632

1168548

1189810

1189811

1190308

1189942

1189734

1160104

1191160

1189763

1160368

1160371

1191239

1190112

1160394

1160396

1169044

1167737

1169106

1160526

Credit Card Complaints

Based on Consumer Complaints

(Results truncated. Use CSV format for all records.)